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HEALTH CARE FINANCING ADMINISTRATION

CARRIER WORKLOAD AND PROCESSING TIME REPORT

MAY 1987

REPORTS
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Health and Human Services
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CARRIER WORKLOAD AND PROCESSING TIME REPORT

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FOREWORD

This report summarizes the status of carrier workloads for May 1987. The report contains tables showing workload data and selected workload performance indicators in summary form and for individual carriers.

Also included in this report are tables showing processing time data (claims processing timeliness--CPT) by type of bill. In addition, interest data on clean bills not paid within 30 days is displayed. Definitions of the terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

Health Care Financing Administration
Bureau of Program Operations
Office of Financial Operations
Division of Reports and Analysis
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CARRIER CLAIM WORKLOADS AND PROCESSING TIMES

MAY 1987

HIGHLIGHTS

	May 1987	Apr 1987	May 1986	May 1987 Percent Chg from Apr 1987	May 1987 Percent Chg from May 1986
Number of 1/					
Claims Received	27.70	29.19	25.60	-5.1	8.2
Claims Processed	27.95	29.85	24.67	-6.4	13.3
Claims Pending	9.61	9.85	17.63	-2.4	-45.5
Assignment Rate	73.5	73.5	67.9	0.0	8.3
Electronic Media Claims 1/					
Number	8.96	9.32	6.64	-3.9	34.9
Percent Received	32.3	31.9	25.9	1.3	24.7
Processing Time (CPT) Data					
Percent Clean Processed In 30 Days					
Total	97.7	96.5	-	1.2	-
Assigned	97.8	96.8	-	1.0	-
Physician	97.8	96.7	-	1.1	-
Non-Physician	98.0	96.9	-	1.1	-
DME	96.1	94.7	-	1.5	-
Lab	98.9	98.2	-	0.7	-
Ambulance	98.3	97.5	-	0.8	-
Other Non-Physician	95.5	91.9	-	3.9	-
Unassigned	97.4	95.8	-	1.7	-
Percent Total Processed In 60 Days					
Total	98.4	98.1	-	0.3	-
Assigned	98.5	98.3	-	0.2	-
Physician	98.5	98.4	-	0.1	-
Non-Physician	98.3	98.0	-	0.3	-
Unassigned	98.0	92.4	-	6.1	-
Percent Total Processed In 90 Days					
Total	99.5	99.4	-	0.1	-
Assigned	99.5	99.5	-	0.0	-
Physician	99.5	99.5	-	0.0	-
Non-Physician	99.5	99.3	-	0.2	-
Unassigned	99.4	99.2	-	0.2	-
Interest 2/					
Number of Claims	233.4	N/A	N/A	-	-
Amount Paid	$54.7	N/A	N/A	-	-

1/ Numbers in millions
2/ Numbers and amounts in thousamds

Executive Summary

- The number of claims pending at the end of May 1987 was 9.6 million, a decrease of 2.4 percent from the pending at the end of April 1987, and a decrease of 45.5 percent from the pending at the end of May 1986.

  + This decrease continues the pattern started in February 1987, which has resulted from claims processing timeliness requirements.

- The assignment rate, which has been increasing each month since February 1987, registered 73.5 percent for both April 1987 and May 1987.

- The percent of clean claims processed in 30 days or less was 97.7 percent in May 1987, representing an increase of 1.2 percentage points over April 1987.

- Claims for which interest was paid totaled 233,393 in May 1987. Carriers paid $54,655 in interest on these claims.

Division of Reports and Analysis

TABLE A: SELECTED DATA ON CARRIER WORKLOADS, MAY 1986 - MAY 1987

Month	Claims Received During Month (000s)	Claims Processed During Month (000s) — Including Replicates — Claims Paid — Total Number	Claims Paid — Number	Claims Paid — Percent of Total Processed	Applied Toward Deductible	Claims Denied	Number Excluding Replicates	Claims Pending (000s) — End of Month — Total	Over 30 Days	Over 60 Days
1986										
May	25,604.8	24,674.2	19,586.5	79.4	2,953.7	2,134.0	24,355.2	17,629.4	3,069.5	840.8
June	25,870.5	25,393.4	20,933.8	82.4	2,303.7	2,156.0	25,136.0	17,951.9	3,354.0	1,031.2
July	26,198.8	27,363.3	23,041.0	84.2	1,991.8	2,330.5	27,113.7	16,673.2	3,148.3	952.6
August	24,306.8	26,576.5	22,675.6	85.3	1,548.8	2,352.1	26,347.1	14,258.0	2,560.4	857.9
September	26,148.4	28,181.1	24,283.2	86.2	1,281.4	2,616.5	27,972.0	11,873.0	1,993.6	681.6
FY 1986	300,930.0	298,849.2	244,047.2	81.7	28,921.7	25,880.3	296,549.4	---	---	---
October	27,951.7	28,216.5	24,537.2	87.0	1.125.2	2,554.1	27,961.5	11,496.9	1,890.7	549.3
November	22,693.3	22,812.7	19,901.7	87.2	780.8	2,129.9	22,535.9	11,311.4	1,876.2	600.3
December	27,460.3	26,244.7	23,060.6	87.9	795.1	2,389.0	25,941.5	12,950.9	2,191.5	626.9
CY 1986	306,714.2	305,356.8	249,336.9	81.7	28,954.3	27,065.6	302,558.1	---	---	---
1987										
January	26,951.2	26,204.1	21,427.0	81.8	2,175.4	2,601.7	25,853.5	13,740.6	2,400.9	648.8
February	25,814.4	27,427.7	19,130.4	69.8	5,636.0	2,661.3	27,115.5	12,063.0	1,884.8	622.0
March	29,659.7	31,218.4	22,795.9	73.0	5,384.3	3,038.2	30,961.1	10,510.0	1,331.2	483.4
April	29,192.1	29,849.7	23,394.3	80.1	3,805.4	2,650.1	29,656.0	9,852.5	1,154.6	428.8
May	27,695.3	27,947.3	22,770.1	81.5	2,721.1	2,456.0	27,792.7	9,611.2	998.2	400.4
FY to Date	217,418.1	219,921.2	177,017.5	80.5	22,423.4	20,480.3	217,817.7	---	---	---

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, MAY 1986 - MAY 1987

Month	Assignment Rate	Ratio of Processed to Received	Claims Received Via Electronic Media: Total: Number	Total: Percent of Total Claims Received	HCFA-1500s: Assigned: Percent of Ass'd 1500s Received	HCFA-1500s: Unassigned: Percent of Unass'd 1500s Received	Replicate Claims as Percent of Total Claims Processed	Claims Investigation Rate
1986								
May	67.9	96.4	6,640,016	25.9	32.3	12.6	1.3	3.5
June	67.9	98.2	6,501,097	25.1	31.6	11.5	1.0	3.4
July	68.4	104.4	7,162,476	27.3	34.1	12.7	0.9	3.3
August	67.8	109.3	6,531,669	26.9	33.5	12.9	0.9	3.4
September	69.0	107.8	7,414,677	28.4	35.0	13.7	0.7	3.5
FY 1986	68.0	99.3	75,142,583	25.0	31.1	12.0	0.8	3.4
October	68.1	100.9	7,951,303	28.4	35.3	13.8	0.9	3.7
November	68.2	100.5	6,500,655	28.6	34.9	15.3	1.2	3.6
December	68.0	95.6	8,140,853	29.6	36.6	14.9	1.2	3.5
CY 1986	68.0	99.6	81,482,480	26.6	32.9	13.1	0.9	3.5
1987								
January	68.8	97.2	7,856,889	29.2	35.8	14.5	1.3	3.6
February	70.9	106.2	7,960,158	30.8	37.1	15.6	1.1	3.6
March	72.1	105.3	8,965,596	30.2	35.8	15.7	0.8	4.4
April	73.5	102.3	9,320,565	31.9	37.4	16.7	0.6	4.6
May	73.5	100.9	8,957,413	32.3	37.9	16.9	0.6	4.0
FY to Date	70.5	101.2	65,653,432	30.2	36.4	15.4	1.0	3.9

TABLE C: NUMBER OF INQUIRIES PROCESSED, BY TYPE, MAY 1986 - MAY 1987

Month	Total Inquiries Processed				Beneficiary Inquiries Processed				Provider Inquiries Processed			
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1986												
May	1,685,756	1,255,594	40,690	389,472	1,208,871	985,417	39,581	183,873	476,885	270,177	1,109	205,599
Jun	1,750,066	1,293,433	40,751	415,882	1,254,634	1,027,361	39,775	187,498	495,432	266,072	976	228,384
Jul	1,790,766	1,311,389	40,501	438,876	1,279,909	1,036,214	39,317	204,378	510,857	275,175	1,184	234,498
Aug	1,712,327	1,255,258	39,361	417,708	1,217,358	988,853	38,281	190,224	494,969	266,405	1,080	227,484
Sep	1,833,595	1,352,557	40,459	440,080	1,324,646	1,076,456	39,800	208,390	508,949	276,101	1,158	231,690
FY 1986	20,440,739	15,047,564	467,459	4,925,716	14,766,424	11,921,907	454,421	2,390,096	5,674,315	3,125,657	13,038	2,535,620
Oct	1,907,156	1,436,632	49,991	420,533	1,389,318	1,138,236	46,586	204,496	517,838	298,396	3,405	216,037
Nov	1,516,556	1,112,033	36,613	367,190	1,087,862	877,739	35,378	174,745	428,694	234,294	1,235	193,165
Dec	1,658,057	1,244,307	38,832	374,918	1,190,487	974,575	37,761	178,151	467,570	269,732	1,071	196,767
CY 1986	20,731,087	15,398,547	484,879	4,847,661	14,967,342	12,185,334	468,325	2,313,683	5,763,745	3,213,213	16,554	2,533,978
1987												
Jan	1,875,113	1,411,942	36,572	426,599	1,335,637	1,098,485	35,432	201,720	539,476	313,457	1,140	224,879
Feb	1,852,549	1,406,029	40,003	406,514	1,314,976	1,085,556	37,158	192,262	537,573	320,473	2,845	214,255
Mar	2,181,314	1,623,058	43,513	514,743	1,548,227	1,270,235	42,474	235,518	633,087	352,823	1,039	279,225
Apr	2,055,317	1,534,988	41,528	478,801	1,465,429	1,192,200	40,281	232,948	589,888	342,788	1,247	245,853
May	1,897,678	1,429,887	38,404	429,387	1,349,060	1,115,974	37,651	195,535	548,618	313,913	853	233,852
FY to Date	14,949,315	11,198,876	325,456	3,424,983	10,682,943	8,753,000	312,621	1,617,322	4,266,372	2,445,876	12,835	1,807,661

TABLE D: RATIO OF INQUIRIES PROCESSED TO 1,000 CLAIMS RECEIVED
MAY 1986 - MAY 1987

Month	Ratio of Total Inquiries Processed To 1,000 Claims Received				Ratio of Beneficiary Inquiries Processed To 1,000 Claims Received				Ratio of Provider Inquiries Processed To 1,000 Claims Received			
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1986												
May	66	49	2	15	47	38	2	7	19	11	0	8
Jun	68	50	2	16	48	40	2	7	19	10	0	9
Jul	68	50	2	17	49	40	2	8	19	11	0	9
Aug	70	52	2	17	50	41	2	8	20	11	0	9
Sep	70	52	2	17	51	41	2	8	19	11	0	9
FY 1986	68	50	2	16	49	40	2	8	19	10	0	8
Oct	68	51	2	15	50	41	2	7	19	11	0	8
Nov	67	49	2	16	48	39	2	8	19	10	0	9
Dec	60	45	1	14	43	35	1	6	17	10	0	7
CY 1986	68	50	2	16	49	40	2	8	19	10	0	8
1987												
Jan	70	52	1	16	50	41	1	7	20	12	0	8
Feb	72	54	2	16	51	42	1	7	21	12	0	8
Mar	74	55	1	17	52	43	1	8	21	12	0	9
Apr	70	53	1	16	50	41	1	8	20	12	0	8
May	69	52	1	16	49	40	1	7	20	11	0	8
FY to Date	69	52	1	16	49	40	1	7	20	11	0	8

TABLE E: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS

MAY 1986 - MAY 1987

Month	Number Transferred	Transferred Via Electronic Media	
		Number	Percent of Total Transferred
1986			
May	2,666,061	1,949,959	73.1
June	2,681,258	1,976,098	73.7
July	2,832,401	2,099,087	74.1
August	2,637,540	1,987,441	75.4
September	2,811,886	2,157,423	76.7
FY 1986	30,432,112	21,834,381	71.7
October	2,882,868	2,266,678	78.6
November	2,312,430	1,805,039	78.1
December	2,643,211	2,063,954	78.1
CY 1986	31,132,589	23,245,786	74.7
1987			
January	2,449,211	1,958,915	80.0
February	2,630,482	2,162,560	82.2
March	2,948,257	2,403,828	81.5
April	2,892,130	2,672,217	92.4
May	2,678,831	2,468,336	92.1
FY to Date	21,437,420	17,801,597	83.0

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: MAY, 1987

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					TOTAL CLAIMS PENDING
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	
TOTAL	27,695,296	27,947,285	22,770,132	2,721,148	2,456,005	27,792,711	9,611,208
BOSTON REGION	1,691,587	1,578,140	1,293,784	165,581	118,775	1,567,452	916,178
CONNECTICUT-TRAVELERS	356,713	390,798	319,593	38,838	32,367	390,375	224,270
MASSACHUSETTS B/S							
MASSACHUSETTS	852,412	728,911	611,175	62,112	55,624	721,626	458,143
TRI-STATE	319,873	289,179	220,400	46,761	22,018	286,266	165,428
MAINE	143,896	129,170	100,656	19,593	8,921	127,904	76,313
NEW HAMPSHIRE	111,208	103,407	76,645	17,396	9,366	102,219	59,568
VERMONT	64,769	56,602	43,099	9,772	3,731	56,143	29,547
RHODE ISLAND B/S	162,589	169,252	142,616	17,870	8,766	169,185	68,337
NEW YORK REGION	3,512,021	3,618,010	2,948,538	300,588	368,884	3,603,120	1,315,950
NEW JERSEY-PRUDENTIAL	875,773	1,020,557	819,383	98,604	102,570	1,014,788	429,628
N.Y.-BINGHAMTON B/S	621,447	589,465	467,701	74,972	46,792	583,858	257,520
N.Y.-NEW YORK B/S	1,618,047	1,558,046	1,304,906	75,591	177,549	1,554,845	381,874
NEW YORK-GROUP HEALTH	206,427	207,017	167,981	12,396	26,640	207,017	81,918
PUERTO RICO B/S	190,327	242,925	188,567	39,025	15,333	242,612	165,010
PUERTO RICO	190,026	242,349	188,234	38,826	15,289	242,039	164,482
VIRGIN ISLANDS	301	576	333	199	44	573	528
PHILADELPHIA REGION	3,160,120	3,409,990	2,849,791	307,945	252,254	3,404,031	1,088,045
MARYLAND B/S	274,850	353,068	287,804	30,611	34,653	352,864	162,745
PENNSYLVANIA B/S	2,260,805	2,447,766	2,082,136	198,233	167,397	2,442,750	623,357
DELAWARE	68,151	71,793	60,171	7,421	4,201	71,712	16,331
DISTRICT OF COLUMBIA	307,289	356,339	309,882	17,988	28,469	354,651	81,298
PENNSYLVANIA	1,797,102	1,945,139	1,641,796	172,800	130,543	1,941,892	500,659
PENNSYLVANIA-LAB.	88,263	74,495	70,287	24	4,184	74,495	25,069
VIRGINIA-TRAVELERS	438,113	432,358	343,271	55,484	33,603	431,807	181,208
WEST VIRGINIA-NATIONWIDE	186,352	176,798	136,580	23,617	16,601	176,610	120,735
ATLANTA REGION	5,284,040	5,280,951	4,309,248	521,729	449,974	5,238,504	1,640,979
ALABAMA B/S	469,281	480,878	398,148	50,294	32,436	470,797	71,909
FLORIDA B/S	2,172,427	2,139,016	1,805,440	135,614	197,962	2,114,079	525,025
GEORGIA-PRUDENTIAL	529,041	526,949	424,542	58,313	44,094	526,031	170,688
KENTUCKY B/S	360,942	379,317	297,439	42,538	39,340	377,668	140,208
MISSISSIPPI-TRAVELERS	241,661	226,897	178,860	35,952	12,085	226,469	104,402
NORTH CAROLINA-PRUDENTIAL	727,107	777,794	629,862	92,668	55,264	775,285	330,631
SOUTH CAROLINA B/S (NON-P&E)	259,183	222,148	154,995	42,990	24,163	222,134	132,874
SOUTH CAROLINA B/S (P & E)	37,362	31,451	24,553	32	6,866	31,451	27,141
TENNESSEE-EQUICOR, INC.	487,036	496,501	395,409	63,328	37,764	494,590	138,101

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: MAY, 1987

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					TOTAL CLAIMS PENDING
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	
CHICAGO REGION	4,696,573	4,773,509	3,759,954	558,650	454,905	4,758,217	1,549,570
ILLINOIS B/S (HCSC)	974,008	971,442	755,788	110,917	104,737	970,998	297,503
INDIANA B/S	503,463	476,805	360,998	68,622	47,185	467,047	113,823
MICHIGAN B/S	1,267,684	1,256,523	1,039,572	100,529	116,422	1,256,523	206,767
MINNESOTA B/S	147,368	147,005	100,985	29,319	16,701	146,796	28,567
MINNESOTA-TRAVELERS	151,819	151,684	121,909	14,556	15,219	151,321	43,312
OHIO-NATIONWIDE	1,116,227	1,089,772	854,420	135,134	100,218	1,087,675	659,852
WISCONSIN B/S	536,004	680,278	526,282	99,573	54,423	677,857	199,746
DALLAS REGION	2,462,329	2,393,573	2,056,524	202,111	134,938	2,380,450	695,932
ARKANSAS B/S	279,729	285,421	222,372	44,089	18,960	282,830	113,984
LA.-ARK. B/S	395,387	403,999	311,013	46,316	46,670	402,754	175,577
NEW MEXICO-AETNA	105,469	96,368	75,802	9,067	11,499	96,023	39,016
OKLAHOMA-AETNA	295,044	280,548	224,503	33,799	22,246	279,157	96,435
TEXAS B/S	1,386,700	1,327,237	1,222,834	68,840	35,563	1,319,686	270,920
KANSAS CITY REGION	1,343,037	1,360,111	1,040,911	207,300	111,900	1,355,679	550,967
IOWA B/S	480,708	516,751	391,048	87,022	38,681	514,440	164,603
IOWA	323,187	343,321	259,976	60,048	23,297	342,003	107,177
NEBRASKA	157,521	173,430	131,072	26,974	15,384	172,437	57,426
KANSAS B/S	215,841	222,932	176,593	32,417	13,922	221,962	51,461
MISSOURI B/S	194,737	179,007	143,728	20,351	14,928	178,126	57,428
MISSOURI-GENERAL AMERICAN	451,751	441,421	329,542	67,510	44,369	441,151	277,475
DENVER REGION	615,881	624,975	479,169	89,528	56,278	621,863	216,999
COLORADO B/S	253,036	239,764	188,621	26,671	24,472	239,110	78,761
MONTANA B/S	70,176	76,095	56,552	12,001	7,542	75,344	36,945
NORTH DAKOTA B/S	160,155	165,632	127,346	28,598	9,688	164,966	37,788
NORTH DAKOTA	82,333	85,535	66,807	14,180	4,548	85,184	18,379
SOUTH DAKOTA	77,822	80,097	60,539	14,418	5,140	79,782	19,409
UTAH B/S	99,004	111,304	82,913	16,509	11,882	110,341	46,759
WYOMING-EQUICOR, INC.	33,510	32,180	23,737	5,749	2,694	32,102	16,746
SAN FRANCISCO REGION	3,372,940	3,343,915	2,787,034	191,440	365,441	3,303,388	954,261
ARIZONA-NEVADA-AETNA	455,569	453,767	371,707	34,756	47,304	450,439	206,251
ARIZONA	375,496	381,136	312,605	29,186	39,345	378,018	161,475
NEVADA	80,073	72,631	59,102	5,570	7,959	72,421	44,776
CALIFORNIA B/S	1,309,883	1,282,559	1,060,746	91,850	129,963	1,280,520	364,141
CALIF.-OCCIDENTAL (NON-P&E)	1,511,765	1,516,796	1,280,668	58,060	178,068	1,482,039	336,970
CALIF.-OCCIDENTAL (P & E)	18,001	18,783	14,664	19	4,100	18,526	11,291
HAWAII-AETNA	77,722	72,010	59,249	6,755	6,006	71,864	35,608

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: MAY, 1987

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL CLAIMS PENDING
SEATTLE REGION	838,129	863,624	696,739	101,258	65,627	860,337	368,457
ALASKA-OREGON-AETNA	277,589	267,757	215,279	31,758	20,720	266,098	119,707
ALASKA	9,805	8,880	7,203	565	1,112	8,798	2,909
OREGON	267,784	258,877	208,076	31,193	19,608	257,300	116,798
IDAHO-EQUITABLE	79,178	78,268	59,611	13,966	4,691	78,123	41,881
WASHINGTON B/S	481,362	517,599	421,849	55,534	40,216	516,116	206,869
CLALLAM	8,712	9,178	7,505	1,145	528	9,177	1,400
COWLITZ	9,124	9,677	7,839	1,273	565	9,675	6,193
GRAYS HARBOR	9,893	9,543	7,630	1,495	418	9,504	4,088
KING	206,882	231,595	192,836	21,032	17,727	230,768	82,201
KITSAP	20,097	20,302	16,739	2,480	1,083	20,271	6,645
PIERCE	57,526	61,536	49,722	6,850	4,964	61,363	26,417
SKAGIT	15,846	15,705	12,204	2,025	1,476	15,692	6,584
SNOHOMISH	29,037	33,977	26,080	4,652	3,245	33,918	14,316
SPOKANE	100,510	102,174	82,428	10,996	8,750	101,854	53,533
WALLA WALLA	8,521	9,496	7,514	1,324	658	9,490	1,724
WHATCOM	15,214	14,416	11,352	2,262	802	14,404	3,768
RRB-TRAVELERS	718,639	700,487	548,440	75,018	77,029	699,670	313,870
AETNA	1,211,393	1,170,450	946,540	116,135	107,775	1,163,581	497,017
EQUICOR, INC.	599,724	606,949	478,757	83,043	45,149	604,815	196,728
NATIONWIDE	1,302,579	1,266,570	991,000	158,751	116,819	1,264,285	780,587
PRUDENTIAL	2,131,921	2,325,300	1,873,787	249,585	201,928	2,316,104	930,947
TRAVELERS (RRB EXCLUDED)	831,593	810,939	644,040	105,992	60,907	809,597	328,922

* LESS THAN 0.05

TABLE 1A: DAYS WORK ON HAND FOR MAY 1987
BASED ON BUDGETED CLAIMS PROCESSED PER DAY

Carrier	Days
Boston Region	
Connecticut-Travelers	19.4
Massachusettes B/S	16.2
Tri-State	16.1
Rhode Island B/S	11.1
New York Region	
New Jersey-Prudential	13.8
N.Y.-Binghamton B/S	11.4
N.Y.-New York B/S	6.8
New York-Group Health	11.7
Puerto Rico B/S	24.3
Philadelphia Region	
Maryland B/S	14.8
Pennsylvania B/S	8.5
Virginia-Travelers	12.4
Atlanta Region	
Alabama B/S	5.5
Florida B/S	7.9
Georgia-Prudential	10.3
Kentucky B/S	12.6
Mississippi-Travelers	12.5
North Carolina-Prudential	15.1
South Carolina B/S	16.9
Tennessee-Equitable	9.3
Chicago Region	
Illinois B/S (HCSC)	9.4
Indiana B/S	7.0
Michigan B/S	4.7
Minnesota B/S	6.7
Minnesota-Travelers	8.5
Wisconsin B/S	12.5
Dallas Region	
Arkansas B/S	13.4
LA.-Ark. B/S	15.0
New Mexico-Aetna	10.9
Oklahoma-Aetna	10.2
Texas B/S	6.9

TABLE 1A: DAYS WORK ON HAND FOR MAY 1987
BASED ON BUDGETED CLAIMS PROCESSED PER DAY

Carrier	Days
Kansas City Region	
Iowa B/S	7.3
Kansas B/S	7.5
Missouri B/S	8.4
Missouri-General American	18.8
Denver Region	
Colorado B/S	9.1
Montana B/S	16.6
North Dokota B/S	8.6
Utah B/S	14.3
Wyoming-Equitable	21.6
San Francisco Region	
Arizona-Nevada Aetna	13.7
California B/S	8.0
Calif.-Occidental	6.4
Hawaii-Aetna	11.5
Seattle Region	
Alaska-Oregon Aetna	13.0
Idaho-Equitable	16.4
Washington B/S	13.5
RRB-Travelers	13.4
Aetna	12.3
Equitable	10.8
Nationwide	18.8
Prudential	13.4
Travelers(RRB excluded)	8.3

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: MAY, 1987

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL: NUMBER	TOTAL: PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S: ASSIGNED: PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S: UNASSIGNED: PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS: PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
TOTAL	73.5	100.9	8,957,413	32.3	37.9	16.9	0.6	4.0
BOSTON REGION	85.0	93.3	401,283	23.7	26.6	7.3	0.7	4.2
CONNECTICUT-TRAVELERS	66.3	109.6	76,017	21.3	30.6	3.0	0.1	4.1
MASSACHUSETTS B/S								
MASSACHUSETTS	96.4	85.5	225,153	26.4	27.1	7.1	1.0	4.6
TRI-STATE	71.3	90.4	50,891	15.9	16.7	13.9	1.0	5.3
MAINE	80.6	89.8	14,687	10.2	12.3	1.7	1.0	5.9
NEW HAMPSHIRE	60.0	93.0	17,575	15.8	14.2	18.3	1.1	5.1
VERMONT	70.2	87.4	18,629	28.8	31.9	21.4	0.8	4.1
RHODE ISLAND B/S	93.7	104.1	49,222	30.3	32.3	0.0	0.0*	0.8
NEW YORK REGION	74.5	103.0	1,069,114	30.4	38.9	5.7	0.4	4.0
NEW JERSEY-PRUDENTIAL	62.9	116.5	204,019	23.3	34.1	5.0	0.6	2.3
N.Y.-BINGHAMTON B/S	77.9	94.9	145,830	23.5	28.4	5.9	1.0	3.0
N.Y.-NEW YORK B/S	77.3	96.3	644,886	39.9	49.4	7.3	0.2	3.4
NEW YORK-GROUP HEALTH	74.3	100.3	74,379	36.0	48.4	0.4	0.0	5.7
PUERTO RICO B/S	92.7	127.6	0	0.0	0.0	0.0	0.1	16.5
PUERTO RICO	92.7	127.5	0	0.0	0.0	0.0	0.1	16.5
VIRGIN ISLANDS	61.1	191.4	0	0.0	0.0	0.0	0.5	19.6
PHILADELPHIA REGION	85.7	107.9	1,064,791	33.7	37.1	13.4	0.2	3.9
MARYLAND B/S	84.8	128.5	115,681	42.1	41.7	44.4	0.1	8.8
PENNSYLVANIA B/S	89.4	108.3	744,458	32.9	36.3	4.6	0.2	2.9
DELAWARE	80.5	105.3	14,515	21.3	25.8	2.8	0.1	3.6
DISTRICT OF COLUMBIA	82.1	116.0	121,751	39.6	47.8	2.1	0.5	3.7
PENNSYLVANIA	90.5	108.2	519,929	28.9	31.4	5.6	0.2	2.7
PENNSYLVANIA-LAB.	100.0	84.4	88,263	100.0	100.0	0.0	0.0	1.8
VIRGINIA-TRAVELERS	70.3	98.7	163,643	37.4	44.7	19.9	0.1	3.3
WEST VIRGINIA-NATIONWIDE	77.6	94.9	41,009	22.0	24.8	12.4	0.1	9.1
ATLANTA REGION	71.5	99.9	2,094,105	39.6	46.9	21.4	0.8	5.4
ALABAMA B/S	82.6	102.5	278,692	59.4	60.6	53.8	2.1	1.7
FLORIDA B/S	67.2	98.5	949,164	43.7	52.7	25.3	1.2	4.6
GEORGIA-PRUDENTIAL	71.9	99.6	159,117	30.1	39.3	6.6	0.2	3.8
KENTUCKY B/S	72.6	105.1	105,717	29.3	32.8	20.1	0.4	9.9
MISSISSIPPI-TRAVELERS	77.0	93.9	66,826	27.7	31.4	15.0	0.2	2.7
NORTH CAROLINA-PRUDENTIAL	75.0	107.0	267,956	36.9	46.4	8.3	0.3	12.1
SOUTH CAROLINA B/S (NON-P&E)	69.4	85.7	139,237	53.7	61.9	35.2	0.0*	2.5
SOUTH CAROLINA B/S (P & E)	98.9	84.2	15,162	40.6	40.9	11.0	0.0	0.1
TENNESSEE-EQUICOR, INC.	70.1	101.9	112,234	23.0	28.0	11.3	0.4	3.2

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: MAY, 1987

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL: NUMBER	TOTAL: PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S: ASSIGNED: PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S: UNASSIGNED: PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS: PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
CHICAGO REGION	71.9	101.6	1,708,720	36.4	41.5	23.3	0.3	3.3
ILLINOIS B/S (HCSC)	71.4	99.7	245,753	25.2	28.3	17.6	0.0*	1.9
INDIANA B/S	63.1	94.7	174,601	34.7	38.7	27.8	2.0	4.1
MICHIGAN B/S	88.9	99.1	650,412	51.3	56.1	13.1	0.0	3.6
MINNESOTA B/S	46.4	99.8	63,339	43.0	40.8	44.9	0.1	3.2
MINNESOTA-TRAVELERS	61.5	99.9	83,896	55.3	59.7	48.2	0.2	3.5
OHIO-NATIONWIDE	66.2	97.6	340,984	30.5	36.7	18.4	0.2	5.5
WISCONSIN B/S	62.4	126.9	149,735	27.9	28.2	27.5	0.4	1.0
DALLAS REGION	70.1	97.2	699,924	28.4	34.5	14.2	0.5	3.6
ARKANSAS B/S	79.6	102.0	57,701	20.6	22.6	12.9	0.9	2.7
LA.-ARK. B/S	70.4	102.2	117,666	29.8	36.7	13.3	0.3	4.9
NEW MEXICO-AETNA	68.3	91.4	25,128	23.8	29.4	11.8	0.4	2.6
OKLAHOMA-AETNA	56.5	95.1	62,401	21.1	27.7	12.7	0.5	1.7
TEXAS B/S	71.1	95.7	437,028	31.5	38.1	15.3	0.6	3.8
KANSAS CITY REGION	65.8	101.3	457,207	34.0	39.6	23.4	0.3	6.6
IOWA B/S	59.4	107.5	101,886	21.2	26.2	13.9	0.4	3.3
IOWA	60.2	106.2	86,712	26.8	30.8	20.9	0.4	3.0
NEBRASKA	57.9	110.1	15,174	9.6	16.5	0.2	0.6	3.7
KANSAS B/S	78.2	103.3	80,759	37.4	39.2	30.9	0.4	4.2
MISSOURI B/S	76.6	91.9	89,059	45.7	50.7	29.6	0.5	10.8
MISSOURI-GENERAL AMERICAN	62.0	97.7	185,503	41.1	47.4	30.7	0.1	10.1
DENVER REGION	59.1	101.5	133,636	21.7	21.9	21.3	0.5	4.6
COLORADO B/S	65.7	94.8	46,851	18.5	17.8	19.9	0.3	4.4
MONTANA B/S	49.8	108.4	13,482	19.2	15.6	22.8	1.0	10.0
NORTH DAKOTA B/S	51.2	103.4	46,149	28.8	30.9	26.7	0.4	4.5
NORTH DAKOTA	54.6	103.9	33,916	41.2	38.8	44.0	0.4	4.2
SOUTH DAKOTA	47.7	102.9	12,233	15.7	21.2	10.7	0.4	4.8
UTAH B/S	67.4	112.4	23,860	24.1	25.6	21.0	0.9	2.3
WYOMING-EQUICOR, INC.	41.6	96.0	3,294	9.8	17.3	4.5	0.2	2.0
SAN FRANCISCO REGION	74.9	99.1	1,155,454	34.3	39.4	18.9	1.2	2.9
ARIZONA-NEVADA-AETNA	65.1	99.6	115,425	25.3	34.1	9.1	0.7	1.7
ARIZONA	61.3	101.5	93,947	25.0	34.9	9.4	0.8	1.7
NEVADA	82.9	90.7	21,478	26.8	31.2	5.8	0.3	1.9
CALIFORNIA B/S	71.8	97.9	470,284	35.9	42.0	20.3	0.2	1.6
CALIF.-OCCIDENTAL (NON-P&E)	80.3	100.3	546,710	36.2	39.7	21.7	2.3	4.1
CALIF.-OCCIDENTAL (P & E)	98.8	104.3	8,394	46.6	47.2	0.0	1.4	28.3
HAWAII-AETNA	74.3	92.7	14,641	18.8	14.3	31.8	0.2	2.5

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: MAY, 1987

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA TOTAL NUMBER	TOTAL PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
SEATTLE REGION	53.4	103.0	151,330	18.1	22.0	13.6	0.4	1.4
ALASKA-OREGON-AETNA	52.3	96.5	59,925	21.6	25.4	17.4	0.6	1.0
ALASKA	73.1	90.6	622	6.3	8.7	0.0	0.9	1.3
OREGON	51.5	96.7	59,303	22.1	26.3	17.7	0.6	0.9
IDAHO-EQUITABLE	35.9	98.9	14,410	18.2	21.6	16.3	0.2	1.5
WASHINGTON B/S	56.9	107.5	76,995	16.0	20.2	10.5	0.3	1.6
CLALLAM	35.7	105.3	149	1.7	4.8	0.0	0.0*	10.5
COWLITZ	63.7	106.1	9	0.1	0.1	0.2	0.0*	1.7
GRAYS HARBOR	62.7	96.5	60	0.6	0.9	0.1	0.4	1.7
KING	56.4	111.9	37,316	18.0	23.5	10.9	0.4	0.9
KITSAP	45.7	101.0	3,157	15.7	17.5	14.2	0.2	0.9
PIERCE	53.4	107.0	7,231	12.6	6.7	19.3	0.3	1.3
SKAGIT	39.4	99.1	3,513	22.2	41.3	9.7	0.1	1.2
SNOHOMISH	56.1	117.0	2,501	8.6	13.3	2.6	0.2	5.4
SPOKANE	66.9	101.7	18,353	18.3	25.2	4.1	0.3	1.4
WALLA WALLA	43.7	111.4	3,442	40.4	34.1	45.3	0.1	2.8
WHATCOM	58.1	94.8	1,264	8.3	10.1	5.8	0.1	1.9
RRB-TRAVELERS	70.1	97.5	21,849	3.0	4.0	0.7	0.1	3.3
AETNA	60.9	96.6	277,520	22.9	28.9	13.5	0.6	1.7
EQUICOR, INC.	64.0	101.2	129,938	21.7	27.2	11.9	0.4	2.9
NATIONWIDE	67.8	97.2	381,993	29.3	34.8	17.8	0.2	6.0
PRUDENTIAL	69.3	109.1	631,092	29.6	40.0	6.3	0.4	5.9
TRAVELERS (RRB EXCLUDED)	70.6	97.5	314,365	37.8	42.9	25.5	0.2	3.2

* LESS THAN 0.05

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: MAY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,897,678	69	1,429,887	52	38,404	1	429,387	16
BOSTON REGION	84,935	50	67,560	40	2,651	2	14,724	9
CONNECTICUT-TRAVELERS	30,503	86	27,150	76	547	2	2,806	8
MASSACHUSETTS B/S								
MASSACHUSETTS	25,786	30	19,176	22	871	1	5,739	7
TRI-STATE	21,135	66	15,820	49	839	3	4,476	14
MAINE	9,369	65	7,531	52	372	3	1,466	10
NEW HAMPSHIRE	7,945	71	5,779	52	368	3	1,798	16
VERMONT	3,821	59	2,510	39	99	2	1,212	19
RHODE ISLAND B/S	7,511	46	5,414	33	394	2	1,703	10
NEW YORK REGION	242,804	69	202,144	58	7,221	2	33,439	10
NEW JERSEY-PRUDENTIAL	80,736	92	63,372	72	421	0*	16,943	19
N.Y.-BINGHAMTON B/S	29,766	48	25,960	42	477	1	3,329	5
N.Y.-NEW YORK B/S	101,181	63	89,318	55	3,996	2	7,867	5
NEW YORK-GROUP HEALTH	21,875	106	18,662	90	304	1	2,909	14
PUERTO RICO B/S	9,246	49	4,832	25	2,023	11	2,391	13
PUERTO RICO	9,111	48	4,789	25	1,997	11	2,325	12
VIRGIN ISLANDS	135	449	43	143	26	86	66	219
PHILADELPHIA REGION	170,077	54	131,201	42	2,531	1	36,345	12
MARYLAND B/S	34,960	127	25,406	92	738	3	8,816	32
PENNSYLVANIA B/S	105,867	47	83,332	37	1,008	0*	21,527	10
DELAWARE	4,924	72	3,721	55	192	3	1,011	15
DISTRICT OF COLUMBIA	20,419	66	16,486	54	570	2	3,363	11
PENNSYLVANIA	80,502	45	63,103	35	246	0*	17,153	10
PENNSYLVANIA-LAB.	22	0*	22	0*	0	0	0	0
VIRGINIA-TRAVELERS	19,066	44	14,742	34	707	2	3,617	8
WEST VIRGINIA-NATIONWIDE	10,184	55	7,721	41	78	0*	2,385	13
ATLANTA REGION	416,006	79	283,343	54	3,295	1	129,368	24
ALABAMA B/S	17,575	37	16,833	36	248	1	494	1
FLORIDA B/S	239,211	110	158,541	73	1,457	1	79,213	36
GEORGIA-PRUDENTIAL	32,147	61	22,253	42	202	0*	9,692	18
KENTUCKY B/S	26,037	72	15,932	44	297	1	9,808	27
MISSISSIPPI-TRAVELERS	12,040	50	9,972	41	262	1	1,806	7
NORTH CAROLINA-PRUDENTIAL	29,826	41	18,800	26	641	1	10,385	14
SOUTH CAROLINA B/S (NON-P&E)	22,839	88	16,573	64	97	0*	6,169	24
SOUTH CAROLINA B/S (P & E)	6,414	172	2,566	69	0	0	3,848	103
TENNESSEE-EQUICOR, INC.	29,917	61	21,873	45	91	0*	7,953	16

* LESS THAN ONE PER THOUSAND

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: MAY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	255,572	54	200,366	43	6,244	1	48,962	10
ILLINOIS B/S (HCSC)	57,771	59	45,257	46	486	0*	12,028	12
INDIANA B/S	30,868	61	25,895	51	350	1	4,623	9
MICHIGAN B/S	52,344	41	42,877	34	4,700	4	4,767	4
MINNESOTA B/S	6,966	47	5,740	39	3	0*	1,223	8
MINNESOTA-TRAVELERS	11,249	74	10,419	69	306	2	524	3
OHIO-NATIONWIDE	71,887	64	52,944	47	179	0*	18,764	17
WISCONSIN B/S	24,487	46	17,234	32	220	0*	7,033	13
DALLAS REGION	191,531	78	142,848	58	1,412	1	47,271	19
ARKANSAS B/S	14,150	51	11,385	41	243	1	2,522	9
LA.-ARK. B/S	22,677	57	16,809	43	271	1	5,597	14
NEW MEXICO-AETNA	9,736	92	7,135	68	196	2	2,405	23
OKLAHOMA-AETNA	17,936	61	13,637	46	509	2	3,790	13
TEXAS B/S	127,032	92	93,882	68	193	0*	32,957	24
KANSAS CITY REGION	99,592	74	73,868	55	1,213	1	24,511	18
IOWA B/S	42,585	89	29,689	62	38	0*	12,858	27
IOWA	26,237	81	17,438	54	38	0*	8,761	27
NEBRASKA	16,348	104	12,251	78	0	0	4,097	26
KANSAS B/S	15,526	72	8,892	41	367	2	6,267	29
MISSOURI B/S	14,717	76	11,546	59	452	2	2,719	14
MISSOURI-GENERAL AMERICAN	26,764	59	23,741	53	356	1	2,667	6
DENVER REGION	53,449	87	42,521	69	1,852	3	9,076	15
COLORADO B/S	25,415	100	19,075	75	481	2	5,859	23
MONTANA B/S	4,687	67	3,523	50	110	2	1,054	15
NORTH DAKOTA B/S	7,860	49	5,957	37	462	3	1,441	9
NORTH DAKOTA	5,477	67	4,140	50	447	5	890	11
SOUTH DAKOTA	2,383	31	1,817	23	15	0*	551	7
UTAH B/S	13,122	133	11,815	119	630	6	677	7
WYOMING-EQUICOR, INC.	2,365	71	2,151	64	169	5	45	1
SAN FRANCISCO REGION	233,446	69	165,615	49	1,791	1	66,040	20
ARIZONA-NEVADA-AETNA	37,848	83	32,942	72	973	2	3,933	9
ARIZONA	33,411	89	29,280	78	973	3	3,158	8
NEVADA	4,437	55	3,662	46	0	0	775	10
CALIFORNIA B/S	60,359	46	50,272	38	173	0*	9,914	8
CALIF.-OCCIDENTAL (NON-P&E)	122,822	81	74,781	49	307	0*	47,734	32
CALIF.-OCCIDENTAL (P & E)	6,180	343	2,196	122	10	1	3,974	221
HAWAII-AETNA	6,237	80	5,424	70	328	4	485	6

* LESS THAN ONE PER THOUSAND

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: MAY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	84,644	101	70,334	84	10,080	12	4,230	5
ALASKA-OREGON-AETNA	21,898	79	20,597	74	486	2	815	3
ALASKA	921	94	821	84	0	0	100	10
OREGON	20,977	78	19,776	74	486	2	715	3
IDAHO-EQUITABLE	9,102	115	7,934	100	277	3	891	11
WASHINGTON B/S	53,644	111	41,803	87	9,317	19	2,524	5
CLALLAM	1,117	128	757	87	325	37	35	4
COWLITZ	799	88	487	53	312	34	0	0
GRAYS HARBOR	991	100	435	44	493	50	63	6
KING	22,040	107	18,303	88	2,477	12	1,260	6
KITSAP	3,466	172	2,888	144	411	20	167	8
PIERCE	5,727	100	4,755	83	876	15	96	2
SKAGIT	2,314	146	1,421	90	723	46	170	11
SNOHOMISH	4,006	138	2,896	100	607	21	503	17
SPOKANE	10,144	101	7,766	77	2,178	22	200	2
WALLA WALLA	1,163	136	790	93	351	41	22	3
WHATCOM	1,877	123	1,305	86	564	37	8	1
RRB-TRAVELERS	65,622	91	50,087	70	114	0*	15,421	21
AETNA	93,655	77	79,735	66	2,492	2	11,428	9
EQUICOR, INC.	41,384	69	31,958	53	537	1	8,889	15
NATIONWIDE	82,071	63	60,665	47	257	0*	21,149	16
PRUDENTIAL	142,709	67	104,425	49	1,264	1	37,020	17
TRAVELERS (RRB EXCLUDED)	42,355	51	35,133	42	1,275	2	5,947	7

* LESS THAN ONE PER THOUSAND

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: MAY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,349,060	49	1,115,974	40	37,551	1	195,535	7
BOSTON REGION	58,552	35	49,720	29	2,647	2	6,185	4
CONNECTICUT-TRAVELERS	26,491	74	23,686	66	547	2	2,258	6
MASSACHUSETTS B/S								
MASSACHUSETTS	15,819	19	13,310	16	871	1	1,638	2
TRI-STATE	11,639	36	8,564	27	839	3	2,236	7
MAINE	4,243	29	3,136	22	372	3	735	5
NEW HAMPSHIRE	5,321	48	3,943	35	368	3	1,010	9
VERMONT	2,075	32	1,485	23	99	2	491	8
RHODE ISLAND B/S	4,603	28	4,160	26	390	2	53	0*
NEW YORK REGION	195,504	56	168,070	48	6,907	2	20,527	6
NEW JERSEY-PRUDENTIAL	68,264	78	56,234	64	421	0*	11,609	13
N.Y.-BINGHAMTON B/S	22,884	37	20,249	33	477	1	2,158	3
N.Y.-NEW YORK B/S	80,435	50	71,982	44	3,990	2	4,463	3
NEW YORK-GROUP HEALTH	17,143	83	15,445	75	293	1	1,405	7
PUERTO RICO B/S	6,778	36	4,160	22	1,726	9	892	5
PUERTO RICO	6,673	35	4,122	22	1,706	9	845	4
VIRGIN ISLANDS	105	349	38	126	20	66	47	156
PHILADELPHIA REGION	121,868	39	107,241	34	2,491	1	12,136	4
MARYLAND B/S	26,451	96	22,488	82	738	3	3,225	12
PENNSYLVANIA B/S	70,315	31	64,953	29	1,001	0*	4,361	2
DELAWARE	3,592	53	3,219	47	192	3	181	3
DISTRICT OF COLUMBIA	13,789	45	12,600	41	569	2	620	2
PENNSYLVANIA	52,934	29	49,134	27	240	0*	3,560	2
PENNSYLVANIA-LAB.	0	0	0	0	0	0	0	0
VIRGINIA-TRAVELERS	16,293	37	13,368	31	695	2	2,230	5
WEST VIRGINIA-NATIONWIDE	8,809	47	6,432	35	57	0*	2,320	12
ATLANTA REGION	277,570	53	232,622	44	3,241	1	41,707	8
ALABAMA B/S	9,460	20	9,059	19	232	0*	169	0*
FLORIDA B/S	169,930	78	141,541	65	1,457	1	26,932	12
GEORGIA-PRUDENTIAL	21,381	40	18,987	36	195	0*	2,199	4
KENTUCKY B/S	15,419	43	12,131	34	286	1	3,002	8
MISSISSIPPI-TRAVELERS	8,193	34	7,701	32	258	1	234	1
NORTH CAROLINA-PRUDENTIAL	20,530	28	15,442	21	641	1	4,447	6
SOUTH CAROLINA B/S (NON-P&E)	13,915	54	12,247	47	96	0*	1,572	6
SOUTH CAROLINA B/S (P & E)	631	17	485	13	0	0	146	4
TENNESSEE-EQUICOR, INC.	18,111	37	15,029	31	76	0*	3,006	6

* LESS THAN ONE PER THOUSAND

TABLE 4 : NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: MAY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	196,924	42	152,468	32	6,186	1	38,270	8
ILLINOIS B/S (HCSC)	49,561	51	37,891	39	484	0*	11,186	11
INDIANA B/S	20,203	40	17,969	36	350	1	1,884	4
MICHIGAN B/S	31,638	25	24,018	19	4,700	4	2,920	2
MINNESOTA B/S	4,418	30	3,870	26	0	0	548	4
MINNESOTA-TRAVELERS	9,407	62	8,778	58	306	2	323	2
OHIO-NATIONWIDE	65,667	59	47,189	42	131	0*	18,347	16
WISCONSIN B/S	16,030	30	12,753	24	215	0*	3,062	6
DALLAS REGION	120,233	49	99,134	40	1,375	1	19,724	8
ARKANSAS B/S	10,671	38	9,592	34	236	1	843	3
LA.-ARK. B/S	14,756	37	12,246	31	271	1	2,239	6
NEW MEXICO-AETNA	7,173	68	5,414	51	187	2	1,572	15
OKLAHOMA-AETNA	13,912	47	10,859	37	507	2	2,546	9
TEXAS B/S	73,721	53	61,023	44	174	0*	12,524	9
KANSAS CITY REGION	68,660	51	59,593	44	1,213	1	7,854	6
IOWA B/S	25,587	53	21,715	45	38	0*	3,834	8
IOWA	15,403	48	12,890	40	38	0*	2,475	8
NEBRASKA	10,184	65	8,825	56	0	0	1,359	9
KANSAS B/S	8,367	39	6,710	31	367	2	1,290	6
MISSOURI B/S	11,094	57	9,553	49	452	2	1,089	6
MISSOURI-GENERAL AMERICAN	23,612	52	21,615	48	356	1	1,641	4
DENVER REGION	35,944	58	29,760	48	1,849	3	4,335	7
COLORADO B/S	16,713	66	13,884	55	481	2	2,348	9
MONTANA B/S	3,177	45	2,520	36	108	2	549	8
NORTH DAKOTA B/S	5,759	36	4,452	28	461	3	846	5
NORTH DAKOTA	4,318	52	3,363	41	446	5	509	6
SOUTH DAKOTA	1,441	19	1,089	14	15	0*	337	4
UTAH B/S	8,770	89	7,571	76	630	6	569	6
WYOMING-EQUICOR, INC.	1,525	46	1,333	40	169	5	23	1
SAN FRANCISCO REGION	167,253	50	131,471	39	1,646	0*	34,136	10
ARIZONA-NEVADA-AETNA	32,079	70	28,158	62	881	2	3,040	7
ARIZONA	28,646	76	25,051	67	881	2	2,714	7
NEVADA	3,433	43	3,107	39	0	0	326	4
CALIFORNIA B/S	45,048	34	40,721	31	171	0*	4,156	3
CALIF.-OCCIDENTAL (NON-P&E)	84,995	56	58,105	38	279	0*	26,611	18
CALIF.-OCCIDENTAL (P & E)	185	10	66	4	0	0	119	7
HAWAII-AETNA	4,946	64	4,421	57	315	4	210	3

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: MAY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	64,864	77	52,054	62	9,882	12	2,928	3
ALASKA-OREGON-AETNA	15,027	54	13,999	50	486	2	542	2
ALASKA	470	48	428	44	0	0	42	4
OREGON	14,557	54	13,571	51	486	2	500	2
IDAHO-EQUITABLE	5,803	73	4,742	60	277	3	784	10
WASHINGTON B/S	44,034	91	33,313	69	9,119	19	1,602	3
CLALLAM	819	94	502	58	298	34	19	2
COWLITZ	789	86	477	52	312	34	0	0
GRAYS HARBOR	900	91	354	36	493	50	53	5
KING	18,974	92	15,925	77	2,408	12	641	3
KITSAP	2,418	120	1,852	92	410	20	156	8
PIERCE	5,044	88	4,079	71	876	15	89	2
SKAGIT	1,627	103	833	53	716	45	78	5
SNOHOMISH	3,036	105	2,034	70	607	21	395	14
SPOKANE	8,260	82	5,995	60	2,120	21	145	1
WALLA WALLA	868	102	535	63	315	37	18	2
WHATCOM	1,299	85	727	48	564	37	8	1
RRB-TRAVELERS	41,688	58	33,841	47	114	0*	7,733	11
AETNA	73,137	60	62,851	52	2,376	2	7,910	7
EQUICOR, INC.	25,439	42	21,104	35	522	1	3,813	6
NATIONWIDE	74,476	57	53,621	41	188	0*	20,667	16
PRUDENTIAL	110,175	52	90,663	43	1,257	1	18,255	9
TRAVELERS (RRB EXCLUDED)	33,893	41	29,847	36	1,259	2	2,787	3

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TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: MAY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	548,618	20	313,913	11	853	0*	233,852	8
BOSTON REGION	26,383	16	17,840	11	4	0*	8,539	5
CONNECTICUT-TRAVELERS	4,012	11	3,464	10	0	0	548	2
MASSACHUSETTS B/S								
MASSACHUSETTS	9,967	12	5,866	7	0	0	4,101	5
TRI-STATE	9,496	30	7,256	23	0	0	2,240	7
MAINE	5,126	36	4,395	31	0	0	731	5
NEW HAMPSHIRE	2,624	24	1,836	17	0	0	788	7
VERMONT	1,746	27	1,025	16	0	0	721	11
RHODE ISLAND B/S	2,908	18	1,254	8	4	0*	1,650	10
NEW YORK REGION	47,300	13	34,074	10	314	0*	12,912	4
NEW JERSEY-PRUDENTIAL	12,472	14	7,138	8	0	0	5,334	6
N.Y.-BINGHAMTON B/S	6,882	11	5,711	9	0	0	1,171	2
N.Y.-NEW YORK B/S	20,746	13	17,336	11	6	0*	3,404	2
NEW YORK-GROUP HEALTH	4,732	23	3,217	16	11	0*	1,504	7
PUERTO RICO B/S	2,468	13	672	4	297	2	1,499	8
PUERTO RICO	2,438	13	667	4	291	2	1,480	8
VIRGIN ISLANDS	30	100	5	17	6	20	19	63
PHILADELPHIA REGION	48,209	15	23,960	8	40	0*	24,209	8
MARYLAND B/S	8,509	31	2,918	11	0	0	5,591	20
PENNSYLVANIA B/S	35,552	16	18,379	8	7	0*	17,166	8
DELAWARE	1,332	20	502	7	0	0	830	12
DISTRICT OF COLUMBIA	6,630	22	3,886	13	1	0*	2,743	9
PENNSYLVANIA	27,568	15	13,969	8	6	0*	13,593	8
PENNSYLVANIA-LAB.	22	0*	22	0*	0	0	0	0
VIRGINIA-TRAVELERS	2,773	6	1,374	3	12	0*	1,387	3
WEST VIRGINIA-NATIONWIDE	1,375	7	1,289	7	21	0*	65	0*
ATLANTA REGION	138,436	26	50,721	10	54	0*	87,661	17
ALABAMA B/S	8,115	17	7,774	17	16	0*	325	1
FLORIDA B/S	69,281	32	17,000	8	0	0	52,281	24
GEORGIA-PRUDENTIAL	10,766	20	3,266	6	7	0*	7,493	14
KENTUCKY B/S	10,618	29	3,801	11	11	0*	6,806	19
MISSISSIPPI-TRAVELERS	3,847	16	2,271	9	4	0*	1,572	7
NORTH CAROLINA-PRUDENTIAL	9,296	13	3,358	5	0	0	5,938	8
SOUTH CAROLINA B/S (NON-P&E)	8,924	34	4,326	17	1	0*	4,597	18
SOUTH CAROLINA B/S (P & E)	5,783	155	2,081	56	0	0	3,702	99
TENNESSEE-EQUICOR, INC.	11,806	24	6,844	14	15	0*	4,947	10

* LESS THAN ONE PER THOUSAND

TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: MAY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	58,648	12	47,898	10	58	0*	10,692	2
ILLINOIS B/S (HCSC)	8,210	8	7,366	8	2	0*	842	1
INDIANA B/S	10,665	21	7,926	16	0	0	2,739	5
MICHIGAN B/S	20,706	16	18,859	15	0	0	1,847	1
MINNESOTA B/S	2,548	17	1,870	13	3	0*	675	5
MINNESOTA-TRAVELERS	1,842	12	1,641	11	0	0	201	1
OHIO-NATIONWIDE	6,220	6	5,755	5	48	0*	417	0*
WISCONSIN B/S	8,457	16	4,481	8	5	0*	3,971	7
DALLAS REGION	71,298	29	43,714	18	37	0*	27,547	11
ARKANSAS B/S	3,479	12	1,793	6	7	0*	1,679	6
LA.-ARK. B/S	7,921	20	4,563	12	0	0	3,358	8
NEW MEXICO-AETNA	2,563	24	1,721	16	9	0*	833	8
OKLAHOMA-AETNA	4,024	14	2,778	9	2	0*	1,244	4
TEXAS B/S	53,311	38	32,859	24	19	0*	20,433	15
KANSAS CITY REGION	30,932	23	14,275	11	0	0	16,657	12
IOWA B/S	16,998	35	7,974	17	0	0	9,024	19
IOWA	10,834	34	4,548	14	0	0	6,286	19
NEBRASKA	6,164	39	3,426	22	0	0	2,738	17
KANSAS B/S	7,159	33	2,182	10	0	0	4,977	23
MISSOURI B/S	3,623	19	1,993	10	0	0	1,630	8
MISSOURI-GENERAL AMERICAN	3,152	7	2,126	5	0	0	1,026	2
DENVER REGION	17,505	28	12,761	21	3	0*	4,741	8
COLORADO B/S	8,702	34	5,191	21	0	0	3,511	14
MONTANA B/S	1,510	22	1,003	14	2	0*	505	7
NORTH DAKOTA B/S	2,101	13	1,505	9	1	0*	595	4
NORTH DAKOTA	1,159	14	777	9	1	0*	381	5
SOUTH DAKOTA	942	12	728	9	0	0	214	3
UTAH B/S	4,352	44	4,244	43	0	0	108	1
WYOMING-EQUICOR, INC.	840	25	818	24	0	0	22	1
SAN FRANCISCO REGION	66,193	20	34,144	10	145	0*	31,904	9
ARIZONA-NEVADA-AETNA	5,769	13	4,784	11	92	0*	893	2
ARIZONA	4,765	13	4,229	11	92	0*	444	1
NEVADA	1,004	13	555	7	0	0	449	6
CALIFORNIA B/S	15,311	12	9,551	7	2	0*	5,758	4
CALIF.-OCCIDENTAL (NON-P&E)	37,827	25	16,676	11	28	0*	21,123	14
CALIF.-OCCIDENTAL (P & E)	5,995	333	2,130	118	10	1	3,855	214
HAWAII-AETNA	1,291	17	1,003	13	13	0*	275	4

* LESS THAN ONE PER THOUSAND

TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: MAY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	19,780	24	18,280	22	198	0*	1,302	2
ALASKA-OREGON-AETNA	6,871	25	6,598	24	0	0	273	1
ALASKA	451	46	393	40	0	0	58	6
OREGON	6,420	24	6,205	23	0	0	215	1
IDAHO-EQUITABLE	3,299	42	3,192	40	0	0	107	1
WASHINGTON B/S	9,610	20	8,490	18	198	0*	922	2
CLALLAM	298	34	255	29	27	3	16	2
COWLITZ	10	1	10	1	0	0	0	0
GRAYS HARBOR	91	9	81	8	0	0	10	1
KING	3,066	15	2,378	11	69	0*	619	3
KITSAP	1,048	52	1,036	52	1	0*	11	1
PIERCE	683	12	676	12	0	0	7	0*
SKAGIT	687	43	588	37	7	0*	92	6
SNOHOMISH	970	33	862	30	0	0	108	4
SPOKANE	1,884	19	1,771	18	58	1	55	1
WALLA WALLA	295	35	255	30	36	4	4	0*
WHATCOM	578	38	578	38	0	0	0	0
RRB-TRAVELERS	23,934	33	16,246	23	0	0	7,688	11
AETNA	20,518	17	16,884	14	116	0*	3,518	3
EQUICOR, INC.	15,945	27	10,854	18	15	0*	5,076	8
NATIONWIDE	7,595	6	7,044	5	69	0*	482	0*
PRUDENTIAL	32,534	15	13,762	6	7	0*	18,765	9
TRAVELERS (RRB EXCLUDED)	8,462	10	5,286	6	16	0*	3,160	4

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TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: MAY, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
TOTAL	2,678,831	2,468,336	92.1
BOSTON REGION	230,636	208,431	90.4
CONNECTICUT-TRAVELERS	19,378	19,378	100.0
MASSACHUSETTS B/S			
MASSACHUSETTS	145,356	145,356	100.0
TRI-STATE	43,697	43,697	100.0
MAINE	23,557	23,557	100.0
NEW HAMPSHIRE	11,235	11,235	100.0
VERMONT	8,905	8,905	100.0
RHODE ISLAND B/S	22,205	0	0.0
NEW YORK REGION	98,352	98,352	100.0
NEW JERSEY-PRUDENTIAL	98,352	98,352	100.0
N.Y.-BINGHAMTON B/S	0	0	0.0
N.Y.-NEW YORK B/S	0	0	0.0
NEW YORK-GROUP HEALTH	0	0	0.0
PUERTO RICO B/S	0	0	0.0
PUERTO RICO	0	0	0.0
VIRGIN ISLANDS	0	0	0.0
PHILADELPHIA REGION	147,587	147,587	100.0
MARYLAND B/S	34,471	34,471	100.0
PENNSYLVANIA B/S	35,890	35,890	100.0
DELAWARE	0	0	0.0
DISTRICT OF COLUMBIA	35,890	35,890	100.0
PENNSYLVANIA	0	0	0.0
PENNSYLVANIA-LAB.	0	0	0.0
VIRGINIA-TRAVELERS	77,226	77,226	100.0
WEST VIRGINIA-NATIONWIDE	0	0	0.0
ATLANTA REGION	728,419	694,563	95.4
ALABAMA B/S	70,135	70,135	100.0
FLORIDA B/S	185,414	185,414	100.0
GEORGIA-PRUDENTIAL	120,587	120,587	100.0
KENTUCKY B/S	41,930	8,074	19.3
MISSISSIPPI-TRAVELERS	75,754	75,754	100.0
NORTH CAROLINA-PRUDENTIAL	53,418	53,418	100.0
SOUTH CAROLINA B/S (NON-P&E)	69,483	69,483	100.0
SOUTH CAROLINA B/S (P & E)	445	445	100.0
TENNESSEE-EQUICOR, INC.	111,253	111,253	100.0

TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: MAY, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
CHICAGO REGION	265,374	265,374	100.0
ILLINOIS B/S (HCSC)	0	0	0.0
INDIANA B/S	22,286	22,286	100.0
MICHIGAN B/S	0	0	0.0
MINNESOTA B/S	23,720	23,720	100.0
MINNESOTA-TRAVELERS	28,407	28,407	100.0
OHIO-NATIONWIDE	119,484	119,484	100.0
WISCONSIN B/S	71,477	71,477	100.0
DALLAS REGION	435,590	435,590	100.0
ARKANSAS B/S	50,030	50,030	100.0
LA.-ARK. B/S	106,863	106,863	100.0
NEW MEXICO-AETNA	17,419	17,419	100.0
OKLAHOMA-AETNA	59,878	59,878	100.0
TEXAS B/S	201,400	201,400	100.0
KANSAS CITY REGION	85,355	85,355	100.0
IOWA B/S	20,648	20,648	100.0
IOWA	7,581	7,581	100.0
NEBRASKA	13,067	13,067	100.0
KANSAS B/S	11,712	11,712	100.0
MISSOURI B/S	9,327	9,327	100.0
MISSOURI-GENERAL AMERICAN	43,668	43,668	100.0
DENVER REGION	50,647	41,185	81.3
COLORADO B/S	23,080	23,080	100.0
MONTANA B/S	5,824	5,824	100.0
NORTH DAKOTA B/S	11,504	11,504	100.0
NORTH DAKOTA	3,290	3,290	100.0
SOUTH DAKOTA	8,214	8,214	100.0
UTAH B/S	10,239	777	7.6
WYOMING-EQUICOR, INC.	0	0	0.0
SAN FRANCISCO REGION	580,369	435,397	75.0
ARIZONA-NEVADA-AETNA	0	0	0.0
ARIZONA	0	0	0.0
NEVADA	0	0	0.0
CALIFORNIA B/S	332,181	332,181	100.0
CALIF.-OCCIDENTAL (NON-P&E)	236,179	93,092	39.4
CALIF.-OCCIDENTAL (P & E)	1,944	59	3.0
HAWAII-AETNA	10,065	10,065	100.0

TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: MAY, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
SEATTLE REGION	54,828	54,828	100.0
ALASKA-OREGON-AETNA	0	0	0.0
ALASKA	0	0	0.0
OREGON	0	0	0.0
IDAHO-EQUITABLE	7,140	7,140	100.0
WASHINGTON B/S	47,688	47,688	100.0
CLALLAM	597	597	100.0
COWLITZ	937	937	100.0
GRAYS HARBOR	1,151	1,151	100.0
KING	20,919	20,919	100.0
KITSAP	1,527	1,527	100.0
PIERCE	6,220	6,220	100.0
SKAGIT	798	798	100.0
SNOHOMISH	4,138	4,138	100.0
SPOKANE	9,340	9,340	100.0
WALLA WALLA	734	734	100.0
WHATCOM	1,327	1,327	100.0
RRB-TRAVELERS	1,674	1,674	100.0
AETNA	87,362	87,362	100.0
EQUICOR, INC.	118,393	118,393	100.0
NATIONWIDE	119,484	119,484	100.0
PRUDENTIAL	272,357	272,357	100.0
TRAVELERS (RRB EXCLUDED)	181,387	181,387	100.0

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
TOTAL	28,325,428	94.3	98.4	99.5	26,394,276	93.2	97.7
BOSTON REGION	1,630,694	92.0	97.6	99.2	1,524,248	93.5	95.7
CONNECTICUT-TRAVELERS	388,380	88.2	97.3	99.3	368,856	95.0	90.7
MASSACHUSETTS B/S							
MASSACHUSETTS	783,020	93.8	97.7	99.3	730,566	93.3	97.5
TRI-STATE	287,911	93.4	97.9	99.2	268,188	93.1	97.5
MAINE	125,314	92.9	97.6	99.0	116,368	92.9	97.4
NEW HAMPSHIRE	105,139	93.4	98.0	99.3	97,864	93.1	97.4
VERMONT	57,458	94.3	98.3	99.3	53,956	93.9	98.0
RHODE ISLAND B/S	171,383	90.7	96.8	99.3	156,638	91.4	96.3
NEW YORK REGION	3,647,927	93.8	97.6	98.7	3,383,263	92.7	97.9
NEW JERSEY-PRUDENTIAL	1,023,911	92.8	98.8	99.5	946,915	92.5	97.5
N.Y.-BINGHAMTON B/S	589,461	96.5	98.6	99.5	555,114	94.2	99.3
N.Y.-NEW YORK B/S	1,532,202	96.6	98.5	99.3	1,453,888	94.9	99.2
NEW YORK-GROUP HEALTH	238,161	96.0	99.0	99.6	224,747	94.4	98.4
PUERTO RICO B/S	264,192	74.4	83.9	89.1	202,599	76.7	86.2
PUERTO RICO	263,445	74.5	84.0	89.1	202,238	76.8	86.2
VIRGIN ISLANDS	747	42.7	66.1	86.9	361	48.3	75.1
PHILADELPHIA REGION	3,424,820	92.6	97.4	99.3	3,224,720	94.2	95.7
MARYLAND B/S	356,269	92.5	97.2	99.1	324,220	91.0	96.0
PENNSYLVANIA B/S	2,454,368	92.4	97.2	99.2	2,313,388	94.3	95.6
DELAWARE	73,797	91.7	98.4	99.6	69,768	94.5	94.5
DISTRICT OF COLUMBIA	372,931	91.2	97.5	99.3	351,868	94.4	94.4
PENNSYLVANIA	1,932,950	92.5	97.1	99.2	1,821,529	94.2	95.7
PENNSYLVANIA-LAB.	74,690	96.2	98.9	99.7	70,223	94.0	98.7
VIRGINIA-TRAVELERS	437,385	95.6	99.3	99.8	421,934	96.5	96.9
WEST VIRGINIA-NATIONWIDE	176,798	88.6	96.4	99.8	165,178	93.4	94.3
ATLANTA REGION	5,337,323	95.0	98.6	99.6	4,902,634	91.9	98.9
ALABAMA B/S	476,511	98.0	99.7	100.0	439,609	92.3	99.4
FLORIDA B/S	2,180,992	93.9	98.4	99.6	1,996,381	91.5	99.5
GEORGIA-PRUDENTIAL	528,270	96.3	98.4	99.7	508,316	96.2	98.3
KENTUCKY B/S	359,985	91.5	97.6	99.1	324,287	90.1	97.3
MISSISSIPPI-TRAVELERS	225,354	95.9	98.9	99.9	217,508	96.5	97.8
NORTH CAROLINA-PRUDENTIAL	778,848	96.6	98.9	99.8	685,496	88.0	99.1
SOUTH CAROLINA B/S (NON-P&E)	250,978	92.0	98.1	99.4	240,863	96.0	95.9
SOUTH CAROLINA B/S (P & E)	39,279	90.0	99.0	99.6	35,380	90.1	97.7
TENNESSEE-EQUICOR, INC.	497,106	97.2	99.0	99.5	454,794	91.5	99.7

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
CHICAGO REGION	4,727,791	93.6	98.4	99.7	4,509,644	95.4	96.2
ILLINOIS B/S (HCSC)	851,964	97.2	99.9	100.0	837,466	98.3	98.3
INDIANA B/S	506,110	97.5	99.6	100.0	478,673	94.6	100.0
MICHIGAN B/S	1,291,203	98.3	99.9	100.0	1,234,791	95.6	99.2
MINNESOTA B/S	149,453	98.1	99.8	100.0	143,751	96.2	99.7
MINNESOTA-TRAVELERS	159,011	96.7	99.1	99.9	152,673	96.0	99.1
OHIO-NATIONWIDE	1,089,772	87.9	96.1	99.8	1,003,988	92.1	94.4
WISCONSIN B/S	680,278	84.5	96.3	98.7	658,302	96.8	86.3
DALLAS REGION	2,749,193	96.9	99.4	99.9	2,590,975	94.2	99.5
ARKANSAS B/S	336,222	97.3	99.3	99.8	321,493	95.6	99.6
LA.-ARK. B/S	474,718	94.1	98.8	99.8	443,518	93.4	98.8
NEW MEXICO-AETNA	96,540	96.5	98.5	99.8	87,530	90.7	99.2
OKLAHOMA-AETNA	247,853	97.2	99.4	99.9	235,000	94.8	98.7
TEXAS B/S	1,593,860	97.6	99.7	99.9	1,503,434	94.3	99.7
KANSAS CITY REGION	1,422,950	94.0	98.0	99.6	1,331,586	93.6	97.9
IOWA B/S	516,263	95.2	98.9	99.8	492,802	95.5	97.7
IOWA	344,050	95.7	99.1	99.8	329,037	95.6	98.0
NEBRASKA	172,213	94.0	98.7	99.8	163,765	95.1	97.1
KANSAS B/S	222,427	98.7	99.7	99.9	212,944	95.7	99.6
MISSOURI B/S	236,000	95.1	99.0	99.6	221,334	93.8	98.9
MISSOURI-GENERAL AMERICAN	448,260	89.6	95.7	99.2	404,506	90.2	96.6
DENVER REGION	617,310	93.2	98.2	99.5	555,227	89.9	98.5
COLORADO B/S	241,747	94.3	98.8	100.0	222,716	92.1	98.8
MONTANA B/S	76,095	87.0	95.7	98.4	61,843	81.3	98.4
NORTH DAKOTA B/S	155,406	97.7	99.8	100.0	145,743	93.8	99.4
NORTH DAKOTA	75,346	97.6	99.7	100.0	70,857	94.0	99.3
SOUTH DAKOTA	80,060	97.8	99.8	100.0	74,886	93.5	99.5
UTAH B/S	111,304	88.8	96.8	98.5	97,766	87.8	96.5
WYOMING-EQUICOR, INC.	32,758	93.1	97.6	98.8	27,159	82.9	98.7
SAN FRANCISCO REGION	3,215,573	95.0	98.8	99.7	2,913,887	90.6	99.0
ARIZONA-NEVADA-AETNA	450,967	97.1	99.2	99.9	384,442	85.2	98.8
ARIZONA	376,019	97.2	99.2	99.9	314,597	83.7	98.9
NEVADA	74,948	96.8	99.3	99.8	69,845	93.2	98.5
CALIFORNIA B/S	1,289,732	92.2	98.2	99.7	1,124,780	87.2	99.2
CALIF.-OCCIDENTAL (NON-P&E)	1,389,342	97.0	99.2	99.7	1,331,435	95.8	98.9
CALIF.-OCCIDENTAL (P & E)	18,271	88.5	98.3	99.4	13,625	74.6	96.9
HAWAII-AETNA	67,261	97.1	99.1	99.8	59,605	88.6	98.8

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
SEATTLE REGION	856,421	94.8	99.1	99.6	786,905	91.9	97.5
ALASKA-OREGON-AETNA	251,734	97.9	99.7	100.0	242,811	96.5	98.9
ALASKA	8,344	98.0	99.7	99.9	7,871	94.3	99.2
OREGON	243,390	97.9	99.7	100.0	234,940	96.5	98.9
IDAHO-EQUITABLE	87,088	97.3	99.6	99.8	78,713	90.4	99.2
WASHINGTON B/S	517,599	92.8	98.7	99.4	465,381	89.9	96.5
RRB-TRAVELERS	695,426	97.2	99.6	100.0	671,187	96.5	98.5
AETNA	1,114,355	97.2	99.3	99.9	1,009,388	90.6	98.8
EQUICOR, INC.	616,952	97.0	99.0	99.5	560,666	90.9	99.6
NATIONWIDE	1,266,570	88.0	96.1	99.8	1,169,166	92.3	94.4
PRUDENTIAL	2,331,029	94.9	98.7	99.7	2,140,727	91.8	98.2
TRAVELERS (RRB EXCLUDED)	821,750	95.9	99.2	99.8	792,115	96.4	97.6

TABLE 8: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
TOTAL	20,813,867	94.8	98.5	99.5	19,533,421	93.8	97.8
BOSTON REGION	1,385,212	92.5	97.7	99.3	1,297,598	93.7	96.1
CONNECTICUT-TRAVELERS	266,993	89.0	97.6	99.4	255,575	95.7	90.9
MASSACHUSETTS B/S							
MASSACHUSETTS	753,232	94.0	97.9	99.3	704,431	93.5	97.6
TRI-STATE	205,878	93.3	98.1	99.3	192,286	93.4	97.4
MAINE	100,145	92.8	97.7	99.1	93,054	92.9	97.3
NEW HAMPSHIRE	65,108	93.5	98.3	99.4	61,087	93.8	97.2
VERMONT	40,625	94.3	98.5	99.4	38,145	93.9	98.0
RHODE ISLAND B/S	159,109	90.3	96.7	99.3	145,306	91.3	96.2
NEW YORK REGION	2,707,831	93.7	97.7	98.6	2,513,752	92.8	97.9
NEW JERSEY-PRUDENTIAL	668,613	91.3	99.0	99.6	609,355	91.1	97.5
N.Y.-BINGHAMTON B/S	458,825	97.4	99.0	99.6	438,655	95.6	99.4
N.Y.-NEW YORK B/S	1,171,538	97.1	98.9	99.4	1,119,388	95.5	99.4
NEW YORK-GROUP HEALTH	177,902	96.1	99.1	99.7	167,720	94.3	98.4
PUERTO RICO B/S	230,953	74.5	83.9	89.1	178,634	77.3	85.9
PUERTO RICO	230,567	74.5	83.9	89.1	178,456	77.4	85.9
VIRGIN ISLANDS	386	44.3	74.1	86.5	178	46.1	79.8
PHILADELPHIA REGION	2,920,984	93.0	97.6	99.4	2,756,435	94.4	95.8
MARYLAND B/S	299,094	92.6	97.4	99.2	272,747	91.2	95.9
PENNSYLVANIA B/S	2,156,648	92.8	97.4	99.3	2,036,448	94.4	95.7
DELAWARE	59,488	91.3	98.4	99.6	56,437	94.9	93.9
DISTRICT OF COLUMBIA	306,356	91.4	97.6	99.5	289,902	94.6	94.2
PENNSYLVANIA	1,716,114	92.9	97.2	99.3	1,619,886	94.4	95.8
PENNSYLVANIA-LAB.	74,690	96.2	98.9	99.7	70,223	94.0	98.7
VIRGINIA-TRAVELERS	327,207	96.4	99.5	99.8	317,095	96.9	97.4
WEST VIRGINIA-NATIONWIDE	138,035	89.0	96.7	99.9	130,145	94.3	93.9
ATLANTA REGION	3,821,168	95.8	98.9	99.8	3,551,611	92.9	99.1
ALABAMA B/S	390,242	98.2	99.8	100.0	361,608	92.7	99.4
FLORIDA B/S	1,491,860	94.7	98.6	99.7	1,388,101	93.0	99.5
GEORGIA-PRUDENTIAL	393,743	96.9	98.8	99.9	381,146	96.8	98.4
KENTUCKY B/S	256,786	93.8	97.9	99.3	233,325	90.9	99.1
MISSISSIPPI-TRAVELERS	170,056	96.3	99.0	99.9	164,669	96.8	97.9
NORTH CAROLINA-PRUDENTIAL	583,416	97.4	99.2	99.9	520,509	89.2	99.3
SOUTH CAROLINA B/S (NON-P&E)	163,334	92.6	98.5	99.6	159,098	97.4	95.1
SOUTH CAROLINA B/S (P & E)	38,741	90.2	99.0	99.6	34,956	90.2	97.7
TENNESSEE-EQUICOR, INC.	332,990	97.5	99.2	99.6	308,199	92.6	99.7

TABLE 8: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
CHICAGO REGION	3,382,271	94.9	98.7	99.8	3,252,412	96.2	96.8
ILLINOIS B/S (HCSC)	579,251	97.8	99.9	100.0	575,528	99.4	98.2
INDIANA B/S	334,540	98.0	99.6	100.0	318,793	95.3	100.0
MICHIGAN B/S	1,147,082	98.4	99.9	100.0	1,100,386	95.9	99.3
MINNESOTA B/S	72,926	98.6	99.9	100.0	70,684	96.9	99.8
MINNESOTA-TRAVELERS	103,780	97.2	99.3	99.9	100,251	96.6	99.1
OHIO-NATIONWIDE	725,498	89.9	96.7	99.8	679,218	93.6	95.0
WISCONSIN B/S	419,194	86.4	96.4	98.8	407,552	97.2	87.9
DALLAS REGION	1,964,937	97.4	99.5	99.9	1,871,147	95.2	99.5
ARKANSAS B/S	273,845	97.4	99.3	99.8	262,560	95.9	99.6
LA.-ARK. B/S	354,757	95.0	99.1	99.9	335,791	94.7	98.9
NEW MEXICO-AETNA	66,385	96.5	98.5	99.7	60,337	90.9	99.2
OKLAHOMA-AETNA	145,867	97.2	99.5	99.9	139,393	95.6	98.3
TEXAS B/S	1,124,083	98.2	99.8	99.9	1,073,066	95.5	99.8
KANSAS CITY REGION	929,333	94.1	97.9	99.6	876,891	94.4	97.8
IOWA B/S	302,734	95.9	99.0	99.9	290,566	96.0	98.1
IOWA	202,457	96.2	99.0	99.9	194,414	96.0	98.3
NEBRASKA	100,277	95.3	98.8	99.8	96,152	95.9	97.7
KANSAS B/S	173,563	98.8	99.7	100.0	168,261	96.9	99.6
MISSOURI B/S	185,907	95.4	99.0	99.6	175,854	94.6	98.8
MISSOURI-GENERAL AMERICAN	267,129	88.3	94.8	99.0	242,210	90.7	95.6
DENVER REGION	366,838	93.7	98.4	99.5	334,209	91.1	98.4
COLORADO B/S	156,638	95.2	99.0	100.0	145,758	93.1	98.9
MONTANA B/S	37,914	86.3	95.4	98.3	30,316	80.0	98.5
NORTH DAKOTA B/S	82,746	98.2	99.8	100.0	78,826	95.3	99.3
NORTH DAKOTA	44,118	98.0	99.8	100.0	41,955	95.1	99.3
SOUTH DAKOTA	38,628	98.3	99.8	100.0	36,871	95.5	99.4
UTAH B/S	76,264	89.5	97.2	98.7	67,888	89.0	96.1
WYOMING-EQUICOR, INC.	13,276	94.4	98.8	99.5	11,421	86.0	98.6
SAN FRANCISCO REGION	2,387,856	95.7	99.0	99.7	2,185,355	91.5	99.0
ARIZONA-NEVADA-AETNA	286,270	97.8	99.4	99.9	251,077	87.7	98.9
ARIZONA	224,567	97.9	99.4	99.9	193,213	86.0	98.9
NEVADA	61,703	97.5	99.5	99.9	57,864	93.8	98.8
CALIFORNIA B/S	926,825	93.0	98.5	99.7	811,267	87.5	99.2
CALIF.-OCCIDENTAL (NON-P&E)	1,107,277	97.4	99.4	99.7	1,065,481	96.2	98.9
CALIF.-OCCIDENTAL (P & E)	17,810	88.8	98.6	99.5	13,279	74.6	97.0
HAWAII-AETNA	49,674	97.4	99.3	99.9	44,251	89.1	98.8

TABLE 8: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
SEATTLE REGION	454,451	94.8	99.0	99.6	416,137	91.6	97.7
ALASKA-OREGON-AETNA	125,010	98.0	99.8	100.0	120,441	96.3	98.9
ALASKA	6,005	97.8	99.7	99.9	5,652	94.1	99.1
OREGON	119,005	98.0	99.8	100.0	114,789	96.5	98.9
IDAHO-EQUITABLE	32,757	97.1	99.6	99.8	30,199	92.2	99.0
WASHINGTON B/S	296,684	93.3	98.6	99.4	265,497	89.5	97.0
RRB-TRAVELERS	492,986	97.3	99.8	100.0	477,874	96.9	98.3
AETNA	673,206	97.5	99.4	99.9	615,499	91.4	98.8
EQUICOR, INC.	379,023	97.4	99.2	99.6	349,819	92.3	99.6
NATIONWIDE	863,533	89.7	96.7	99.8	809,363	93.7	94.8
PRUDENTIAL	1,645,772	94.8	99.0	99.8	1,511,010	91.8	98.4
TRAVELERS (RRB EXCLUDED)	601,043	96.5	99.3	99.9	582,015	96.8	97.8

TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
TOTAL	16,203,397	95.1	98.5	99.5	15,282,061	94.3	97.8
BOSTON REGION	1,122,765	93.2	97.8	99.3	1,058,058	94.2	96.5
CONNECTICUT-TRAVELERS	192,606	90.0	97.8	99.4	185,447	96.3	91.8
MASSACHUSETTS B/S							
MASSACHUSETTS	618,985	94.5	98.0	99.3	583,090	94.2	97.7
TRI-STATE	179,317	94.2	98.2	99.3	168,882	94.2	97.6
MAINE	88,342	93.6	97.9	99.1	82,899	93.8	97.3
NEW HAMPSHIRE	53,555	94.7	98.4	99.4	50,573	94.4	97.7
VERMONT	37,420	95.1	98.6	99.5	35,410	94.6	98.1
RHODE ISLAND B/S	131,857	90.4	96.4	99.3	120,639	91.5	96.4
NEW YORK REGION	2,063,584	95.0	97.6	98.5	1,939,829	94.0	98.0
NEW JERSEY-PRUDENTIAL	427,985	95.4	98.9	99.5	407,904	95.3	97.4
N.Y.-BINGHAMTON B/S	387,688	97.8	99.3	99.7	372,894	96.2	99.3
N.Y.-NEW YORK B/S	912,628	97.3	99.0	99.4	876,343	96.0	99.3
NEW YORK-GROUP HEALTH	153,442	95.9	99.0	99.7	144,660	94.3	98.3
PUERTO RICO B/S	181,841	76.0	83.5	88.5	138,028	75.9	87.7
PUERTO RICO	181,467	76.1	83.5	88.5	137,854	76.0	87.7
VIRGIN ISLANDS	374	45.2	73.8	86.1	174	46.5	80.5
PHILADELPHIA REGION	2,274,284	92.8	97.6	99.5	2,149,903	94.5	95.5
MARYLAND B/S	244,452	93.3	97.8	99.3	223,540	91.4	96.3
PENNSYLVANIA B/S	1,614,441	92.4	97.3	99.4	1,526,174	94.5	95.2
DELAWARE	42,792	90.1	98.4	99.6	40,681	95.1	92.8
DISTRICT OF COLUMBIA	202,481	88.6	96.8	99.3	191,210	94.4	91.8
PENNSYLVANIA	1,369,168	93.0	97.4	99.4	1,294,283	94.5	95.7
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0	0.0	0.0
VIRGINIA-TRAVELERS	294,794	96.4	99.5	99.8	285,913	97.0	97.3
WEST VIRGINIA-NATIONWIDE	120,597	88.8	96.8	99.9	114,276	94.8	93.3
ATLANTA REGION	2,883,749	95.9	98.9	99.8	2,685,434	93.1	99.0
ALABAMA B/S	334,239	98.3	99.8	100.0	312,054	93.4	99.4
FLORIDA B/S	1,172,409	95.3	99.0	99.8	1,094,927	93.4	99.6
GEORGIA-PRUDENTIAL	302,161	97.0	98.7	99.8	292,594	96.8	98.6
KENTUCKY B/S	194,181	93.6	97.9	99.3	176,294	90.8	99.0
MISSISSIPPI-TRAVELERS	147,828	96.6	99.2	99.9	143,889	97.3	97.7
NORTH CAROLINA-PRUDENTIAL	320,695	96.1	98.8	99.8	276,318	86.2	99.0
SOUTH CAROLINA B/S (NON-P&E)	148,220	92.5	98.5	99.6	144,307	97.4	95.0
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0
TENNESSEE-EQUICOR, INC.	264,016	97.6	99.2	99.6	245,051	92.8	99.7

TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
CHICAGO REGION	2,686,423	94.8	98.7	99.8	2,593,281	96.5	96.5
ILLINOIS B/S (HCSC)	429,723	97.9	99.9	100.0	427,985	99.6	98.1
INDIANA B/S	260,837	98.8	99.7	100.0	251,572	96.4	100.0
MICHIGAN B/S	920,368	98.5	99.9	100.0	885,972	96.3	99.2
MINNESOTA B/S	62,023	98.9	99.9	100.0	60,484	97.5	99.8
MINNESOTA-TRAVELERS	86,055	97.8	99.5	99.9	83,774	97.3	99.1
OHIO-NATIONWIDE	576,142	89.1	96.6	99.9	541,549	94.0	94.1
WISCONSIN B/S	351,275	86.1	96.4	98.8	341,945	97.3	87.5
DALLAS REGION	1,565,464	97.7	99.6	99.9	1,502,910	96.0	99.5
ARKANSAS B/S	241,491	97.8	99.4	99.8	233,417	96.7	99.6
LA.-ARK. B/S	307,261	95.3	99.3	99.9	291,868	95.0	98.9
NEW MEXICO-AETNA	51,167	97.4	99.1	99.8	47,249	92.3	99.3
OKLAHOMA-AETNA	111,136	97.5	99.7	99.9	106,714	96.0	98.3
TEXAS B/S	854,409	98.6	99.8	99.9	823,662	96.4	99.8
KANSAS CITY REGION	779,371	95.3	98.4	99.6	740,230	95.0	98.6
IOWA B/S	253,353	96.9	99.6	99.9	246,072	97.1	98.1
IOWA	165,334	97.3	99.7	100.0	160,909	97.3	98.4
NEBRASKA	88,019	96.1	99.4	99.9	85,163	96.8	97.7
KANSAS B/S	156,116	98.8	99.7	100.0	151,495	97.0	99.6
MISSOURI B/S	152,847	95.6	99.0	99.6	145,465	95.2	98.6
MISSOURI-GENERAL AMERICAN	217,055	90.6	95.8	99.1	197,198	90.9	98.3
DENVER REGION	273,354	93.8	98.5	99.5	249,723	91.4	98.3
COLORADO B/S	110,972	95.5	99.1	100.0	103,934	93.7	98.8
MONTANA B/S	31,367	85.9	95.3	98.3	25,193	80.3	98.3
NORTH DAKOTA B/S	61,815	98.1	99.7	100.0	58,935	95.3	99.3
NORTH DAKOTA	34,862	98.0	99.7	100.0	33,119	95.0	99.3
SOUTH DAKOTA	26,953	98.3	99.8	100.0	25,816	95.8	99.3
UTAH B/S	59,314	90.2	97.8	98.9	53,257	89.8	96.4
WYOMING-EQUICOR, INC.	9,886	93.7	98.6	99.4	8,404	85.0	98.4
SAN FRANCISCO REGION	1,827,363	95.7	99.0	99.7	1,673,013	91.6	99.0
ARIZONA-NEVADA-AETNA	216,590	97.6	99.4	99.9	186,988	86.3	98.7
ARIZONA	167,181	97.6	99.4	99.9	140,576	84.1	98.7
NEVADA	49,409	97.5	99.5	99.9	46,412	93.9	98.8
CALIFORNIA B/S	742,617	92.9	98.5	99.7	647,689	87.2	99.2
CALIF.-OCCIDENTAL (NON-P&E)	827,662	97.7	99.4	99.7	802,223	96.9	99.0
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0
HAWAII-AETNA	40,494	97.3	99.4	99.9	36,113	89.2	98.7

TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
SEATTLE REGION	343,093	95.1	99.3	99.7	317,314	92.5	97.6
ALASKA-OREGON-AETNA	95,520	97.8	99.8	100.0	91,870	96.2	98.8
ALASKA	5,178	97.9	99.7	99.9	4,881	94.3	99.3
OREGON	90,342	97.8	99.8	100.0	86,989	96.3	98.8
IDAHO-EQUITABLE	26,651	96.9	99.6	99.8	24,511	92.0	98.9
WASHINGTON B/S	220,922	93.7	99.0	99.6	200,933	91.0	96.9
RRB-TRAVELERS	383,947	97.2	99.8	100.0	372,366	97.0	98.2
AETNA	514,907	97.6	99.5	99.9	468,934	91.1	98.7
EQUICOR, INC.	300,553	97.4	99.2	99.6	277,966	92.5	99.6
NATIONWIDE	696,739	89.1	96.6	99.9	655,825	94.1	94.0
PRUDENTIAL	1,050,841	96.0	98.8	99.7	976,816	93.0	98.2
TRAVELERS (RRB EXCLUDED)	528,677	96.7	99.4	99.9	513,576	97.1	97.7

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
TOTAL	4,610,470	93.8	98.3	99.5	4,251,360	92.2	98.0
BOSTON REGION	262,447	89.5	97.4	99.2	239,540	91.3	94.6
CONNECTICUT-TRAVELERS	74,387	86.2	97.2	99.3	70,128	94.3	88.7
MASSACHUSETTS B/S							
MASSACHUSETTS	134,247	91.6	97.5	99.2	121,341	90.4	97.5
TRI-STATE	26,561	87.1	97.1	99.0	23,404	88.1	95.9
MAINE	11,803	86.7	96.3	98.7	10,155	86.0	96.8
NEW HAMPSHIRE	11,553	88.1	98.0	99.4	10,514	91.0	94.8
VERMONT	3,205	85.3	96.6	98.6	2,735	85.3	96.6
RHODE ISLAND B/S	27,252	89.9	98.2	99.4	24,667	90.5	95.5
NEW YORK REGION	644,247	89.6	97.8	98.9	573,923	89.1	97.4
NEW JERSEY-PRUDENTIAL	240,628	84.1	99.3	99.8	201,451	83.7	97.6
N.Y.-BINGHAMTON B/S	71,137	95.1	97.6	99.4	65,761	92.4	99.5
N.Y.-NEW YORK B/S	258,910	96.4	98.6	99.5	243,045	93.9	99.5
NEW YORK-GROUP HEALTH	24,460	97.8	99.1	99.7	23,060	94.3	99.3
PUERTO RICO B/S	49,112	68.9	85.5	91.0	40,606	82.7	79.7
PUERTO RICO	49,100	68.9	85.5	91.0	40,602	82.7	79.7
VIRGIN ISLANDS	12	16.7	83.3	100.0	4	33.3	50.0
PHILADELPHIA REGION	646,700	93.6	97.3	99.2	606,532	93.8	96.9
MARYLAND B/S	54,642	89.6	95.4	98.5	49,207	90.1	94.2
PENNSYLVANIA B/S	542,207	93.9	97.4	99.2	510,274	94.1	97.1
DELAWARE	16,696	94.2	98.4	99.5	15,756	94.4	96.5
DISTRICT OF COLUMBIA	103,875	96.9	99.1	99.8	98,692	95.0	98.9
PENNSYLVANIA	346,946	92.5	96.5	99.0	325,603	93.8	96.3
PENNSYLVANIA-LAB.	74,690	96.2	98.9	99.7	70,223	94.0	98.7
VIRGINIA-TRAVELERS	32,413	95.9	99.2	99.8	31,182	96.2	97.7
WEST VIRGINIA-NATIONWIDE	17,438	90.3	96.1	99.7	15,869	91.0	97.9
ATLANTA REGION	937,419	95.6	98.6	99.7	866,177	92.4	99.1
ALABAMA B/S	56,003	98.0	99.7	99.9	49,554	88.5	99.6
FLORIDA B/S	319,451	92.7	97.2	99.5	293,174	91.8	99.0
GEORGIA-PRUDENTIAL	91,582	96.7	99.3	99.9	88,552	96.7	97.9
KENTUCKY B/S	62,605	94.2	97.7	99.4	57,031	91.1	99.2
MISSISSIPPI-TRAVELERS	22,228	94.6	98.2	99.8	20,780	93.5	98.8
NORTH CAROLINA-PRUDENTIAL	262,721	99.1	99.8	100.0	244,191	92.9	99.7
SOUTH CAROLINA B/S (NON-P&E)	15,114	93.5	98.6	99.7	14,791	97.9	95.6
SOUTH CAROLINA B/S (P & E)	38,741	90.2	99.0	99.6	34,956	90.2	97.7
TENNESSEE-EQUICOR, INC.	68,974	97.5	99.2	99.6	63,148	91.6	99.8

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
CHICAGO REGION	695,848	95.3	98.8	99.8	659,131	94.7	98.2
ILLINOIS B/S (HCSC)	149,528	97.6	99.9	100.0	147,543	98.7	98.7
INDIANA B/S	73,703	95.1	99.3	99.9	67,221	91.2	99.9
MICHIGAN B/S	226,714	97.9	99.8	99.9	214,414	94.6	99.4
MINNESOTA B/S	10,903	96.5	99.8	100.0	10,200	93.6	99.7
MINNESOTA-TRAVELERS	17,725	94.5	98.3	99.7	16,477	93.0	99.0
OHIO-NATIONWIDE	149,356	92.6	97.1	99.8	137,669	92.2	98.6
WISCONSIN B/S	67,919	87.8	96.1	98.6	65,607	96.6	89.6
DALLAS REGION	399,473	96.0	99.3	99.9	368,237	92.2	99.5
ARKANSAS B/S	32,354	94.2	98.8	99.8	29,143	90.1	99.5
LA.-ARK. B/S	47,496	93.5	98.2	99.8	43,923	92.5	99.0
NEW MEXICO-AETNA	15,218	93.1	96.6	99.7	13,088	86.0	98.7
OKLAHOMA-AETNA	34,731	96.2	98.9	99.9	32,679	94.1	98.3
TEXAS B/S	269,674	96.8	99.8	100.0	249,404	92.5	99.8
KANSAS CITY REGION	149,962	88.3	95.0	99.3	136,661	91.1	93.7
IOWA B/S	49,381	91.0	95.9	99.4	44,494	90.1	97.8
IOWA	37,123	91.4	96.2	99.4	33,505	90.3	97.9
NEBRASKA	12,258	89.9	95.0	99.5	10,989	89.6	97.6
KANSAS B/S	17,447	98.8	99.7	99.9	16,766	96.1	99.6
MISSOURI B/S	33,060	94.1	98.7	99.6	30,389	91.9	99.3
MISSOURI-GENERAL AMERICAN	50,074	78.2	90.2	98.7	45,012	89.9	83.6
DENVER REGION	93,484	93.6	98.1	99.6	84,486	90.4	98.6
COLORADO B/S	45,666	94.5	98.6	100.0	41,824	91.6	99.3
MONTANA B/S	6,547	88.2	95.9	98.6	5,123	78.2	99.6
NORTH DAKOTA B/S	20,931	98.3	99.9	100.0	19,891	95.0	99.5
NORTH DAKOTA	9,256	98.1	99.9	100.0	8,836	95.5	99.4
SOUTH DAKOTA	11,675	98.4	99.9	100.0	11,055	94.7	99.7
UTAH B/S	16,950	86.9	95.0	98.2	14,631	86.3	94.6
WYOMING-EQUICOR, INC.	3,390	96.6	99.3	99.8	3,017	89.0	99.2
SAN FRANCISCO REGION	560,493	95.6	99.0	99.7	512,342	91.4	98.9
ARIZONA-NEVADA-AETNA	69,680	98.3	99.3	99.9	64,089	92.0	99.4
ARIZONA	57,386	98.5	99.4	99.9	52,637	91.7	99.5
NEVADA	12,294	97.4	99.2	99.8	11,452	93.2	99.0
CALIFORNIA B/S	184,208	93.2	98.3	99.7	163,578	88.8	99.1
CALIF.-OCCIDENTAL (NON-P&E)	279,615	96.7	99.3	99.8	263,258	94.2	98.8
CALIF.-OCCIDENTAL (P & E)	17,810	88.8	98.6	99.5	13,279	74.6	97.0
HAWAII-AETNA	9,180	97.7	99.0	99.7	8,138	88.6	99.2

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
SEATTLE REGION	111,358	94.0	98.1	99.2	98,823	88.7	98.1
ALASKA-OREGON-AETNA	29,490	98.5	99.9	100.0	28,571	96.9	99.1
ALASKA	827	97.5	99.6	99.9	771	93.2	97.7
OREGON	28,663	98.5	99.9	100.0	27,800	97.0	99.2
IDAHO-EQUITABLE	6,106	97.7	99.6	99.8	5,688	93.2	99.2
WASHINGTON B/S	75,762	92.0	97.3	98.8	64,564	85.2	97.5
RRB-TRAVELERS	109,039	97.5	99.5	100.0	105,508	96.8	98.8
AETNA	158,299	97.4	99.1	99.9	146,565	92.6	99.0
EQUICOR, INC.	78,470	97.4	99.2	99.6	71,853	91.6	99.8
NATIONWIDE	166,794	92.4	97.0	99.8	153,538	92.1	98.5
PRUDENTIAL	594,931	92.7	99.5	99.9	534,194	89.8	98.6
TRAVELERS (RRB EXCLUDED)	72,366	95.2	98.7	99.8	68,439	94.6	98.3

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT IN 30 DAYS	PERCENT IN 60 DAYS	PERCENT IN 90 DAYS	NUMBER	PERCENT OF TOTAL	PERCENT IN 30 DAYS
TOTAL	1,234,111	89.9	96.4	99.0	1,103,277	89.4	96.1
BOSTON REGION	53,929	84.3	94.9	98.4	45,873	85.1	93.3
CONNECTICUT-TRAVELERS	11,452	78.8	91.2	98.3	9,433	82.4	89.7
MASSACHUSETTS B/S							
MASSACHUSETTS	30,570	88.0	95.9	98.4	27,066	88.5	93.9
TRI-STATE	9,953	80.5	95.6	98.2	8,198	82.4	95.0
MAINE	5,236	82.9	95.3	97.9	4,496	85.9	95.2
NEW HAMPSHIRE	2,620	75.3	95.9	98.7	2,000	76.3	94.2
VERMONT	2,097	80.9	95.9	98.4	1,702	81.2	95.7
RHODE ISLAND B/S	1,954	78.6	96.7	99.0	1,176	60.2	97.4
NEW YORK REGION	163,337	88.6	95.4	98.0	147,259	90.2	94.1
NEW JERSEY-PRUDENTIAL	25,451	95.5	98.4	99.6	24,585	96.6	96.6
N.Y.-BINGHAMTON B/S	25,115	89.6	94.7	99.0	21,644	86.2	98.9
N.Y.-NEW YORK B/S	77,208	94.7	97.9	99.2	70,207	90.9	98.8
NEW YORK-GROUP HEALTH	11,162	98.0	99.5	99.8	10,567	94.7	99.4
PUERTO RICO B/S	24,401	56.3	83.2	90.3	20,256	83.0	66.9
PUERTO RICO	24,397	56.4	83.2	90.3	20,256	83.0	66.9
VIRGIN ISLANDS	4	0.0	100.0	100.0	0	0.0	0.0
PHILADELPHIA REGION	209,967	90.3	95.5	98.3	196,879	93.8	95.0
MARYLAND B/S	13,590	85.3	91.8	96.8	12,219	89.9	91.5
PENNSYLVANIA B/S	169,300	90.3	95.4	98.2	159,418	94.2	94.9
DELAWARE	5,823	89.9	97.0	99.0	5,487	94.2	94.1
DISTRICT OF COLUMBIA	9,312	91.3	97.2	99.2	8,890	95.5	94.9
PENNSYLVANIA	154,165	90.2	95.3	98.1	145,041	94.1	94.9
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0	0.0	0.0
VIRGINIA-TRAVELERS	19,763	95.4	99.1	99.9	18,940	95.8	97.4
WEST VIRGINIA-NATIONWIDE	7,314	85.8	93.9	99.4	6,302	86.2	97.5
ATLANTA REGION	184,799	89.4	95.9	99.1	162,423	87.9	97.4
ALABAMA B/S	15,108	95.6	99.6	100.0	11,832	78.3	98.6
FLORIDA B/S	87,216	83.5	93.2	98.5	73,815	84.6	96.5
GEORGIA-PRUDENTIAL	20,549	97.2	99.5	99.9	20,191	98.3	98.0
KENTUCKY B/S	14,770	87.4	94.9	99.1	12,461	84.4	97.8
MISSISSIPPI-TRAVELERS	7,481	88.8	96.2	99.9	6,637	88.7	97.6
NORTH CAROLINA-PRUDENTIAL	12,955	97.5	99.1	99.8	11,833	91.3	99.3
SOUTH CAROLINA B/S (NON-P&E)	9,292	93.5	98.7	99.7	9,129	98.2	95.2
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0
TENNESSEE-EQUICOR, INC.	17,428	97.9	99.3	99.8	16,525	94.8	99.8

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
CHICAGO REGION	209,842	93.1	97.9	99.6	191,610	91.3	98.1
ILLINOIS B/S (HCSC)	45,143	98.1	99.9	100.0	44,695	99.0	98.9
INDIANA B/S	24,361	90.0	98.6	99.9	20,892	85.8	99.7
MICHIGAN B/S	53,070	97.5	99.6	99.8	47,704	89.9	99.4
MINNESOTA B/S	2,344	94.3	99.2	100.0	2,125	90.7	98.9
MINNESOTA-TRAVELERS	7,964	90.2	96.8	99.3	7,088	89.0	98.2
OHIO-NATIONWIDE	54,174	88.3	94.9	99.5	47,112	87.0	98.6
WISCONSIN B/S	22,786	88.9	96.5	98.3	21,994	96.5	90.5
DALLAS REGION	125,389	92.7	98.8	99.9	108,999	86.9	99.0
ARKANSAS B/S	16,482	92.3	98.6	99.7	14,323	86.9	99.3
LA.-ARK. B/S	11,144	84.0	95.6	99.6	9,204	82.6	96.3
NEW MEXICO-AETNA	7,157	88.1	94.0	99.5	5,667	79.2	97.5
OKLAHOMA-AETNA	8,450	93.6	98.3	99.9	7,741	91.6	96.7
TEXAS B/S	82,156	94.3	99.8	100.0	72,064	87.7	99.6
KANSAS CITY REGION	48,638	72.5	88.1	98.4	41,733	85.8	81.5
IOWA B/S	21,939	82.0	91.3	98.8	18,229	83.1	95.2
IOWA	15,713	81.6	91.4	98.6	12,971	82.5	95.1
NEBRASKA	6,226	83.0	90.8	99.1	5,258	84.5	95.5
KANSAS B/S	4,323	98.5	99.7	100.0	4,125	95.4	99.6
MISSOURI B/S	12,299	89.6	98.0	99.4	10,736	87.3	98.9
MISSOURI-GENERAL AMERICAN	10,077	19.8	64.3	95.7	8,643	85.8	22.6
DENVER REGION	37,011	89.8	96.7	99.2	32,796	88.6	97.1
COLORADO B/S	21,117	93.2	98.2	100.0	19,465	92.2	98.8
MONTANA B/S	3,328	86.3	94.8	98.3	2,545	76.5	99.4
NORTH DAKOTA B/S	3,015	96.8	99.9	100.0	2,792	92.6	99.6
NORTH DAKOTA	962	94.5	99.8	100.0	841	87.4	99.4
SOUTH DAKOTA	2,053	97.9	100.0	100.0	1,951	95.0	99.7
UTAH B/S	8,183	79.0	91.8	97.1	6,705	81.9	90.1
WYOMING-EQUICOR, INC.	1,368	96.5	99.5	99.9	1,289	94.2	98.9
SAN FRANCISCO REGION	137,130	91.2	97.9	99.4	119,223	86.9	97.7
ARIZONA-NEVADA-AETNA	15,558	97.2	99.4	99.9	13,820	88.8	99.0
ARIZONA	10,718	97.2	99.4	99.9	9,431	88.0	98.6
NEVADA	4,840	97.2	99.3	99.9	4,389	90.7	99.7
CALIFORNIA B/S	48,911	89.5	97.2	99.4	42,084	86.0	98.3
CALIF.-OCCIDENTAL (NON-P&E)	71,368	91.0	98.0	99.3	62,216	87.2	96.9
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0
HAWAII-AETNA	1,293	97.2	98.5	99.8	1,103	85.3	99.5

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
SEATTLE REGION	26,879	87.5	95.4	98.7	20,883	77.7	96.7
ALASKA-OREGON-AETNA	5,543	97.6	99.8	100.0	5,305	95.7	98.8
ALASKA	86	100.0	100.0	100.0	84	97.7	100.0
OREGON	5,457	97.5	99.8	100.0	5,221	95.7	98.8
IDAHO-EQUITABLE	1,866	98.9	99.8	100.0	1,752	93.9	99.9
WASHINGTON B/S	19,470	83.5	93.7	98.3	13,826	71.0	95.5
RRB-TRAVELERS	37,190	95.4	98.8	100.0	35,599	95.7	97.5
AETNA	38,001	94.7	98.2	99.8	33,636	88.5	98.2
EQUICOR, INC.	20,662	97.9	99.4	99.8	19,566	94.7	99.7
NATIONWIDE	61,488	88.0	94.8	99.5	53,414	86.9	98.5
PRUDENTIAL	58,955	96.5	98.9	99.8	56,609	96.0	97.7
TRAVELERS (RRB EXCLUDED)	35,208	92.8	98.0	99.7	32,665	92.8	97.6

TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
TOTAL	2,779,838	95.8	99.1	99.8	2,607,658	93.8	98.9
BOSTON REGION	166,614	91.1	98.5	99.5	155,990	93.6	95.0
CONNECTICUT-TRAVELERS	54,387	88.9	98.5	99.5	52,720	96.9	89.6
MASSACHUSETTS B/S							
MASSACHUSETTS	78,692	92.7	98.3	99.6	71,682	91.1	98.9
TRI-STATE	12,325	91.6	98.8	99.6	11,509	93.4	96.0
MAINE	4,494	90.0	98.1	99.5	3,952	87.9	97.9
NEW HAMPSHIRE	7,534	92.4	99.2	99.7	7,271	96.5	94.9
VERMONT	297	95.6	99.3	100.0	286	96.3	99.0
RHODE ISLAND B/S	21,210	91.0	98.6	99.4	20,079	94.7	95.1
NEW YORK REGION	416,858	89.2	98.7	99.4	367,774	88.2	98.5
NEW JERSEY-PRUDENTIAL	205,333	82.1	99.4	99.9	167,543	81.6	97.7
N.Y.-BINGHAMTON B/S	37,147	98.5	99.3	99.6	35,935	96.7	99.8
N.Y.-NEW YORK B/S	142,691	97.7	99.1	99.7	137,247	96.2	99.9
NEW YORK-GROUP HEALTH	11,373	97.7	98.8	99.7	10,677	93.9	99.4
PUERTO RICO B/S	20,314	80.7	87.2	91.5	16,372	80.6	92.8
PUERTO RICO	20,312	80.7	87.2	91.5	16,371	80.6	92.8
VIRGIN ISLANDS	2	0.0	50.0	100.0	1	50.0	0.0
PHILADELPHIA REGION	362,026	95.8	98.4	99.7	340,411	94.0	98.2
MARYLAND B/S	29,485	93.5	98.2	99.6	27,061	91.8	96.7
PENNSYLVANIA B/S	321,781	95.9	98.3	99.7	302,864	94.1	98.3
DELAWARE	9,409	96.3	99.0	99.8	8,930	94.9	97.5
DISTRICT OF COLUMBIA	89,540	97.8	99.3	99.9	85,112	95.1	99.6
PENNSYLVANIA	148,142	94.6	97.4	99.6	138,599	93.6	97.4
PENNSYLVANIA-LAB.	74,690	96.2	98.9	99.7	70,223	94.0	98.7
VIRGINIA-TRAVELERS	6,988	98.7	99.7	99.9	6,857	98.1	99.2
WEST VIRGINIA-NATIONWIDE	3,772	94.8	98.6	100.0	3,629	96.2	97.9
ATLANTA REGION	644,951	97.9	99.3	99.9	606,716	94.1	99.6
ALABAMA B/S	34,392	99.2	99.9	100.0	32,347	94.1	99.9
FLORIDA B/S	205,387	96.7	98.8	99.9	195,269	95.1	99.9
GEORGIA-PRUDENTIAL	62,483	96.6	99.3	99.9	60,028	96.1	97.8
KENTUCKY B/S	40,355	96.6	98.6	99.4	37,924	94.0	99.7
MISSISSIPPI-TRAVELERS	13,402	98.0	99.3	99.8	12,920	96.4	99.4
NORTH CAROLINA-PRUDENTIAL	241,671	99.3	99.8	100.0	225,314	93.2	99.8
SOUTH CAROLINA B/S (NON-P&E)	2,528	95.1	98.6	99.5	2,476	97.9	97.1
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0
TENNESSEE-EQUICOR, INC.	44,733	97.7	99.2	99.5	40,438	90.4	99.9

TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
CHICAGO REGION	362,070	97.7	99.6	99.9	353,701	97.7	98.9
ILLINOIS B/S (HCSC)	87,148	97.3	99.9	100.0	85,686	98.3	98.8
INDIANA B/S	34,169	98.8	99.7	100.0	32,787	96.0	100.0
MICHIGAN B/S	129,933	99.2	99.9	100.0	128,082	98.6	99.8
MINNESOTA B/S	7,814	98.8	100.0	100.0	7,540	96.5	99.9
MINNESOTA-TRAVELERS	8,397	98.4	99.7	100.0	8,133	96.9	99.6
OHIO-NATIONWIDE	64,081	96.6	99.0	100.0	61,873	96.6	98.8
WISCONSIN B/S	30,528	93.1	98.2	99.5	29,600	97.0	94.6
DALLAS REGION	218,618	98.0	99.7	100.0	207,785	95.0	99.8
ARKANSAS B/S	11,953	98.0	99.3	100.0	11,613	97.2	99.8
LA.-ARK. B/S	25,046	97.5	99.2	99.9	24,266	96.9	99.8
NEW MEXICO-AETNA	6,766	98.4	99.3	99.9	6,308	93.2	99.7
OKLAHOMA-AETNA	20,096	97.3	99.2	99.9	19,040	94.7	98.8
TEXAS B/S	154,757	98.1	99.9	100.0	146,558	94.7	100.0
KANSAS CITY REGION	83,605	97.1	98.7	99.8	78,947	94.4	99.4
IOWA B/S	23,819	98.7	99.7	100.0	22,912	96.2	99.9
IOWA	19,052	98.9	99.7	100.0	18,326	96.2	99.9
NEBRASKA	4,767	98.0	99.4	99.9	4,586	96.2	99.6
KANSAS B/S	9,712	98.8	99.7	99.9	9,363	96.4	99.5
MISSOURI B/S	18,643	97.4	99.3	99.7	17,768	95.3	99.6
MISSOURI-GENERAL AMERICAN	31,431	95.1	97.4	99.7	28,904	92.0	98.9
DENVER REGION	49,843	96.7	99.2	99.9	46,037	92.4	99.6
COLORADO B/S	20,845	96.1	99.0	100.0	19,162	91.9	99.9
MONTANA B/S	2,605	91.9	98.0	99.5	2,141	82.2	99.8
NORTH DAKOTA B/S	16,947	98.7	99.9	100.0	16,238	95.8	99.5
NORTH DAKOTA	7,732	98.7	99.9	100.0	7,490	96.9	99.4
SOUTH DAKOTA	9,215	98.7	99.9	100.0	8,748	94.9	99.7
UTAH B/S	7,590	95.3	98.3	99.3	6,912	91.1	98.8
WYOMING-EQUICOR, INC.	1,856	96.8	99.1	99.8	1,584	85.3	99.4
SAN FRANCISCO REGION	340,552	98.0	99.5	99.9	322,222	94.6	99.5
ARIZONA-NEVADA-AETNA	45,678	99.0	99.4	99.9	42,956	94.0	99.6
ARIZONA	39,686	99.2	99.5	99.9	37,236	93.8	99.8
NEVADA	5,992	97.9	99.3	99.9	5,720	95.5	98.7
CALIFORNIA B/S	108,367	95.9	99.1	99.9	98,987	91.3	99.5
CALIF.-OCCIDENTAL (NON-P&E)	178,942	99.1	99.9	100.0	173,498	97.0	99.5
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0
HAWAII-AETNA	7,565	97.9	99.1	99.7	6,781	89.6	99.2

TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
SEATTLE REGION	74,849	96.4	99.0	99.3	69,561	92.9	98.4
ALASKA-OREGON-AETNA	21,790	99.1	99.9	100.0	21,342	97.9	99.3
ALASKA	447	96.4	99.6	100.0	420	94.0	96.2
OREGON	21,343	99.2	99.9	100.0	20,922	98.0	99.4
IDAHO-EQUITABLE	3,606	97.5	99.5	99.7	3,354	93.0	98.9
WASHINGTON B/S	49,453	95.1	98.5	98.9	44,865	90.7	97.9
RRB-TRAVELERS	59,852	98.9	99.9	100.0	58,514	97.8	99.6
AETNA	101,895	98.6	99.5	99.9	96,427	94.6	99.4
EQUICOR, INC.	50,195	97.7	99.2	99.5	45,376	90.4	99.8
NATIONWIDE	67,853	96.5	99.0	100.0	65,502	96.5	98.7
PRUDENTIAL	509,487	92.0	99.6	99.9	452,885	88.9	98.7
TRAVELERS (RRB EXCLUDED)	28,787	98.3	99.5	99.9	27,910	97.0	99.4

TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
TOTAL	394,320	94.3	98.3	99.6	362,052	91.8	98.3
BOSTON REGION	32,338	90.7	97.3	99.4	29,086	89.9	95.1
CONNECTICUT-TRAVELERS	6,090	77.3	96.6	99.1	5,675	93.2	80.3
MASSACHUSETTS B/S							
MASSACHUSETTS	20,797	94.5	97.8	99.5	18,888	90.8	98.8
TRI-STATE	3,545	90.8	95.4	99.1	3,045	85.9	98.7
MAINE	1,815	88.9	94.4	98.7	1,487	81.9	98.7
NEW HAMPSHIRE	996	91.0	95.2	99.5	875	87.9	98.2
VERMONT	734	95.2	98.2	99.5	683	93.1	99.3
RHODE ISLAND B/S	1,906	91.9	96.6	99.2	1,478	77.5	97.2
NEW YORK REGION	42,631	95.8	98.0	98.8	39,773	93.3	98.7
NEW JERSEY-PRUDENTIAL	7,207	97.7	99.3	99.7	6,806	94.4	99.0
N.Y.-BINGHAMTON B/S	5,739	96.1	98.0	99.1	5,218	90.9	99.7
N.Y.-NEW YORK B/S	24,134	96.8	98.7	99.4	22,597	93.6	99.7
NEW YORK-GROUP HEALTH	1,283	97.1	99.1	99.3	1,198	93.4	98.9
PUERTO RICO B/S	4,268	85.8	91.5	92.7	3,954	92.6	91.4
PUERTO RICO	4,267	85.9	91.5	92.7	3,954	92.7	91.4
VIRGIN ISLANDS	1	0.0	100.0	100.0	0	0.0	0.0
PHILADELPHIA REGION	57,341	93.7	97.9	99.6	53,442	93.2	97.5
MARYLAND B/S	5,150	91.8	96.9	99.3	4,290	83.3	97.3
PENNSYLVANIA B/S	41,937	94.1	98.0	99.6	39,540	94.3	97.5
DELAWARE	1,183	98.3	99.3	99.7	1,074	90.8	99.9
DISTRICT OF COLUMBIA	2,596	96.0	99.0	99.8	2,435	93.8	99.8
PENNSYLVANIA	38,158	93.8	97.9	99.6	36,031	94.4	97.3
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0	0.0	0.0
VIRGINIA-TRAVELERS	4,308	94.0	99.1	99.6	4,060	94.2	96.6
WEST VIRGINIA-NATIONWIDE	5,946	92.9	97.0	99.9	5,552	93.4	98.5
ATLANTA REGION	55,084	95.1	98.5	99.7	50,033	90.8	99.1
ALABAMA B/S	6,035	97.0	99.4	99.9	4,938	81.8	99.7
FLORIDA B/S	18,589	94.1	98.3	99.8	17,164	92.3	99.4
GEORGIA-PRUDENTIAL	7,267	97.1	98.4	99.7	7,104	97.8	98.7
KENTUCKY B/S	7,136	95.1	98.3	99.6	6,327	88.7	99.7
MISSISSIPPI-TRAVELERS	1,138	93.8	98.3	99.7	1,043	91.7	99.2
NORTH CAROLINA-PRUDENTIAL	7,004	96.3	98.8	99.7	6,099	87.1	99.2
SOUTH CAROLINA B/S (NON-P&E)	3,083	93.3	98.3	99.5	3,016	97.8	95.4
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0
TENNESSEE-EQUICOR, INC.	4,832	93.8	98.4	99.6	4,342	89.9	99.7

TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
CHICAGO REGION	77,716	94.4	98.6	99.8	72,699	93.5	98.3
ILLINOIS B/S (HCSC)	14,753	97.7	100.0	100.0	14,703	99.7	97.8
INDIANA B/S	9,211	93.1	99.3	99.9	7,882	85.6	100.0
MICHIGAN B/S	20,293	98.1	99.7	99.9	19,272	95.0	99.4
MINNESOTA B/S	698	78.7	99.6	100.0	490	70.2	99.8
MINNESOTA-TRAVELERS	1,199	95.6	99.1	100.0	1,098	91.6	99.3
OHIO-NATIONWIDE	24,964	91.4	96.8	99.9	22,932	91.9	98.3
WISCONSIN B/S	6,598	90.5	97.3	98.6	6,322	95.8	93.9
DALLAS REGION	42,834	95.4	99.0	99.9	39,540	92.3	99.3
ARKANSAS B/S	3,403	89.9	98.2	99.9	2,722	80.0	99.7
LA.-ARK. B/S	9,110	93.3	98.0	99.9	8,384	92.0	99.6
NEW MEXICO-AETNA	1,193	93.9	96.8	99.0	1,020	85.5	99.2
OKLAHOMA-AETNA	5,305	96.9	99.1	99.9	5,067	95.5	99.1
TEXAS B/S	23,823	96.7	99.6	99.9	22,347	93.8	99.1
KANSAS CITY REGION	12,083	93.4	97.8	99.4	11,029	91.3	98.6
IOWA B/S	2,796	95.3	99.4	99.9	2,596	92.8	98.5
IOWA	1,745	95.5	99.5	99.9	1,624	93.1	98.0
NEBRASKA	1,051	95.0	99.1	99.8	972	92.5	99.2
KANSAS B/S	3,150	99.2	99.6	99.9	3,027	96.1	99.8
MISSOURI B/S	1,690	91.7	98.2	99.1	1,516	89.7	99.8
MISSOURI-GENERAL AMERICAN	4,447	88.7	95.3	98.9	3,890	87.5	97.4
DENVER REGION	5,299	91.6	97.5	99.3	4,442	83.8	99.2
COLORADO B/S	3,031	93.0	98.0	99.9	2,567	84.7	99.4
MONTANA B/S	586	82.9	93.0	96.6	418	71.3	100.0
NORTH DAKOTA B/S	949	95.8	99.5	100.0	845	89.0	99.3
NORTH DAKOTA	545	95.8	99.8	100.0	490	89.9	99.2
SOUTH DAKOTA	404	95.8	99.0	100.0	355	87.9	99.4
UTAH B/S	569	84.5	94.9	97.7	469	82.4	97.2
WYOMING-EQUICOR, INC.	164	96.3	100.0	100.0	143	87.2	100.0
SAN FRANCISCO REGION	51,001	93.9	98.4	99.6	45,266	88.8	98.9
ARIZONA-NEVADA-AETNA	5,584	96.0	98.2	99.3	4,780	85.6	98.8
ARIZONA	4,768	96.2	98.3	99.5	4,042	84.8	99.0
NEVADA	816	94.7	97.4	98.5	738	90.4	98.1
CALIFORNIA B/S	20,896	90.5	97.3	99.3	17,610	84.3	99.0
CALIF.-OCCIDENTAL (NON-P&E)	24,382	96.4	99.5	99.9	22,777	93.4	98.9
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0
HAWAII-AETNA	139	92.1	98.6	100.0	99	71.2	98.0

TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
SEATTLE REGION	6,900	94.4	98.9	99.6	6,137	88.9	99.1
ALASKA-OREGON-AETNA	1,481	93.9	99.5	100.0	1,289	87.0	98.1
ALASKA	98	96.9	100.0	100.0	90	91.8	98.9
OREGON	1,383	93.7	99.5	100.0	1,199	86.7	98.1
IDAHO-EQUITABLE	575	95.7	99.3	99.8	532	92.5	99.1
WASHINGTON B/S	4,844	94.4	98.7	99.4	4,316	89.1	99.3
RRB-TRAVELERS	11,093	97.6	99.6	100.0	10,605	95.6	99.2
AETNA	13,702	95.9	98.6	99.6	12,255	89.4	98.9
EQUICOR, INC.	5,571	94.0	98.5	99.6	5,017	90.1	99.7
NATIONWIDE	30,910	91.7	96.8	99.9	28,484	92.2	98.3
PRUDENTIAL	21,478	97.0	98.8	99.7	20,009	93.2	98.9
TRAVELERS (RRB EXCLUDED)	6,645	94.2	99.0	99.7	6,201	93.3	97.5

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
TOTAL	202,201	89.7	97.6	99.3	178,373	88.2	95.5
BOSTON REGION	9,566	84.8	94.3	98.7	8,591	89.8	90.5
CONNECTICUT-TRAVELERS	2,458	82.9	97.0	99.6	2,300	93.6	86.0
MASSACHUSETTS B/S							
MASSACHUSETTS	4,188	84.1	91.4	97.8	3,705	88.5	89.9
TRI-STATE	738	84.0	95.7	98.1	652	88.3	91.0
MAINE	258	89.9	97.7	98.8	220	85.3	98.2
NEW HAMPSHIRE	403	82.9	95.8	99.0	368	91.3	88.0
VERMONT	77	70.1	88.3	90.9	64	83.1	82.8
RHODE ISLAND B/S	2,182	88.5	96.5	99.5	1,934	88.6	96.8
NEW YORK REGION	21,421	93.1	97.4	98.7	19,117	89.2	98.5
NEW JERSEY-PRUDENTIAL	2,637	96.7	98.8	99.2	2,517	95.4	98.3
N.Y.-BINGHAMTON B/S	3,136	97.2	99.0	99.6	2,964	94.5	99.4
N.Y.-NEW YORK B/S	14,877	92.0	97.0	98.6	12,994	87.3	98.3
NEW YORK-GROUP HEALTH	642	98.0	98.8	99.2	618	96.3	98.9
PUERTO RICO B/S	129	16.3	73.6	86.0	24	18.6	79.2
PUERTO RICO	124	15.3	73.4	85.5	21	16.9	81.0
VIRGIN ISLANDS	5	40.0	80.0	100.0	3	60.0	66.7
PHILADELPHIA REGION	17,366	86.8	94.8	98.4	15,800	91.0	91.4
MARYLAND B/S	6,417	78.9	89.0	96.3	5,637	87.8	85.2
PENNSYLVANIA B/S	9,189	90.7	98.1	99.7	8,452	92.0	94.4
DELAWARE	281	98.9	100.0	100.0	265	94.3	100.0
DISTRICT OF COLUMBIA	2,427	85.5	98.3	99.8	2,255	92.9	87.8
PENNSYLVANIA	6,481	92.3	97.9	99.6	5,932	91.5	96.7
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0	0.0	0.0
VIRGINIA-TRAVELERS	1,354	96.3	98.7	99.9	1,325	97.9	96.8
WEST VIRGINIA-NATIONWIDE	406	91.6	98.5	100.0	386	95.1	95.3
ATLANTA REGION	52,585	90.2	98.9	99.6	47,005	89.4	98.0
ALABAMA B/S	468	96.6	98.7	98.9	437	93.4	99.3
FLORIDA B/S	8,259	87.4	97.9	99.5	6,926	83.9	99.7
GEORGIA-PRUDENTIAL	1,283	93.3	98.1	99.8	1,229	95.8	95.9
KENTUCKY B/S	344	81.7	100.0	100.0	319	92.7	85.6
MISSISSIPPI-TRAVELERS	207	92.3	99.0	100.0	180	87.0	95.6
NORTH CAROLINA-PRUDENTIAL	1,091	97.4	99.5	100.0	945	86.6	99.5
SOUTH CAROLINA B/S (NON-P&E)	211	76.8	99.5	100.0	170	80.6	95.3
SOUTH CAROLINA B/S (P & E)	38,741	90.2	99.0	99.6	34,956	90.2	97.7
TENNESSEE-EQUICOR, INC.	1,981	96.9	99.5	99.9	1,843	93.0	99.7

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
CHICAGO REGION	46,220	88.0	97.1	99.2	41,121	89.0	91.6
ILLINOIS B/S (HCSC)	2,484	95.0	100.0	100.0	2,459	99.0	95.7
INDIANA B/S	5,962	97.8	99.5	99.9	5,660	94.9	100.0
MICHIGAN B/S	23,418	91.8	99.9	100.0	19,356	82.7	97.5
MINNESOTA B/S	47	95.7	100.0	100.0	45	95.7	100.0
MINNESOTA-TRAVELERS	165	94.5	97.0	99.4	158	95.8	98.7
OHIO-NATIONWIDE	6,137	93.9	98.0	99.9	5,752	93.7	97.9
WISCONSIN B/S	8,007	62.5	85.8	95.9	7,691	96.1	64.5
DALLAS REGION	12,632	96.5	99.3	99.8	11,913	94.3	99.0
ARKANSAS B/S	516	96.3	98.4	99.8	485	94.0	99.4
LA.-ARK. B/S	2,196	95.9	99.4	99.9	2,069	94.2	99.5
NEW MEXICO-AETNA	102	92.2	95.1	100.0	93	91.2	98.9
OKLAHOMA-AETNA	880	93.9	96.0	98.6	831	94.4	96.0
TEXAS B/S	8,938	96.9	99.7	99.9	8,435	94.4	99.1
KANSAS CITY REGION	5,636	84.4	94.2	98.7	4,952	87.9	94.2
IOWA B/S	827	92.9	98.7	99.6	757	91.5	98.3
IOWA	613	95.9	99.2	99.7	584	95.3	97.9
NEBRASKA	214	84.1	97.2	99.5	173	80.8	99.4
KANSAS B/S	262	98.9	100.0	100.0	251	95.8	100.0
MISSOURI B/S	428	87.4	95.6	97.7	369	86.2	98.4
MISSOURI-GENERAL AMERICAN	4,119	81.5	92.8	98.5	3,575	86.8	92.5
DENVER REGION	1,331	92.3	98.6	99.8	1,211	91.0	97.0
COLORADO B/S	673	94.9	99.4	100.0	630	93.6	97.8
MONTANA B/S	28	82.1	82.1	100.0	19	67.9	100.0
NORTH DAKOTA B/S	20	75.0	100.0	100.0	16	80.0	87.5
NORTH DAKOTA	17	82.4	100.0	100.0	15	88.2	93.3
SOUTH DAKOTA	3	33.3	100.0	100.0	1	33.3	0.0
UTAH B/S	608	90.5	98.4	99.5	545	89.6	96.3
WYOMING-EQUICOR, INC.	2	50.0	100.0	100.0	1	50.0	100.0
SAN FRANCISCO REGION	31,810	90.4	98.4	99.5	25,631	80.6	97.8
ARIZONA-NEVADA-AETNA	2,860	98.6	99.6	100.0	2,533	88.6	99.2
ARIZONA	2,214	99.1	99.6	100.0	1,928	87.1	99.5
NEVADA	646	96.9	99.5	99.8	605	93.7	98.5
CALIFORNIA B/S	6,034	85.6	97.2	99.5	4,897	81.2	98.5
CALIF.-OCCIDENTAL (NON-P&E)	4,923	97.1	98.7	99.5	4,767	96.8	98.3
CALIF.-OCCIDENTAL (P & E)	17,810	88.8	98.6	99.5	13,279	74.6	97.0
HAWAII-AETNA	183	97.8	97.8	100.0	155	84.7	100.0

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
SEATTLE REGION	2,730	92.3	99.0	99.5	2,242	82.1	98.1
ALASKA-OREGON-AETNA	676	96.0	99.1	99.9	635	93.9	97.6
ALASKA	196	99.0	99.5	99.5	177	90.3	99.4
OREGON	480	94.8	99.0	100.0	458	95.4	96.9
IDAHO-EQUITABLE	59	96.6	100.0	100.0	50	84.7	98.0
WASHINGTON B/S	1,995	90.9	99.0	99.3	1,557	78.0	98.3
RRB-TRAVELERS	904	86.8	99.2	99.8	790	87.4	89.7
AETNA	4,701	97.1	98.7	99.7	4,247	90.3	98.4
EQUICOR, INC.	2,042	96.8	99.6	100.0	1,894	92.8	99.7
NATIONWIDE	6,543	93.8	98.0	99.9	6,138	93.8	97.8
PRUDENTIAL	5,011	96.0	98.8	99.5	4,691	93.6	97.9
TRAVELERS (RRB EXCLUDED)	1,726	95.7	98.6	99.8	1,663	96.3	96.9

TABLE 15: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT IN 30 DAYS	PERCENT IN 60 DAYS	PERCENT IN 90 DAYS	NUMBER	PERCENT OF TOTAL	PERCENT IN 30 DAYS
TOTAL	7,511,561	92.8	98.0	99.4	6,860,855	91.3	97.4
BOSTON REGION	245,482	89.3	96.6	98.9	226,650	92.3	93.5
CONNECTICUT-TRAVELERS	121,387	86.4	96.7	99.0	113,281	93.3	90.3
MASSACHUSETTS B/S							
MASSACHUSETTS	29,788	87.6	93.5	98.2	26,135	87.7	93.1
TRI-STATE	82,033	93.4	97.4	98.9	75,902	92.5	97.9
MAINE	25,169	93.1	97.1	98.6	23,314	92.6	97.7
NEW HAMPSHIRE	40,031	93.2	97.4	99.0	36,777	91.9	97.8
VERMONT	16,833	94.3	97.8	99.1	15,811	93.9	98.2
RHODE ISLAND B/S	12,274	95.2	97.6	99.2	11,332	92.3	97.0
NEW YORK REGION	940,096	94.2	97.4	98.7	869,511	92.5	98.0
NEW JERSEY-PRUDENTIAL	355,298	95.5	98.5	99.3	337,560	95.0	97.6
N.Y.-BINGHAMTON B/S	130,636	93.5	97.2	99.0	116,459	89.1	99.0
N.Y.-NEW YORK B/S	360,664	94.8	97.4	98.8	334,500	92.7	98.7
NEW YORK-GROUP HEALTH	60,259	95.5	98.8	99.5	57,027	94.6	98.2
PUERTO RICO B/S	33,239	73.6	83.8	89.6	23,965	72.1	88.3
PUERTO RICO	32,878	74.0	84.1	89.7	23,782	72.3	88.4
VIRGIN ISLANDS	361	41.0	57.6	87.3	183	50.7	70.5
PHILADELPHIA REGION	503,836	90.4	96.7	98.8	468,285	92.9	95.4
MARYLAND B/S	57,175	91.9	96.2	98.5	51,473	90.0	96.3
PENNSYLVANIA B/S	297,720	89.5	96.2	98.4	276,940	93.0	95.1
DELAWARE	14,309	93.6	98.4	99.6	13,331	93.2	97.0
DISTRICT OF COLUMBIA	66,575	90.2	97.0	98.8	61,966	93.1	95.2
PENNSYLVANIA	216,836	89.0	95.8	98.2	201,643	93.0	94.9
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0	0.0	0.0
VIRGINIA-TRAVELERS	110,178	93.3	98.9	99.7	104,839	95.2	95.5
WEST VIRGINIA-NATIONWIDE	38,763	87.3	95.3	99.7	35,033	90.4	95.9
ATLANTA REGION	1,516,155	92.9	97.9	99.4	1,351,023	89.1	98.6
ALABAMA B/S	86,269	96.7	99.4	99.9	78,001	90.4	99.0
FLORIDA B/S	689,132	92.2	98.0	99.4	608,280	88.3	99.5
GEORGIA-PRUDENTIAL	134,527	94.5	97.2	99.3	127,170	94.5	97.9
KENTUCKY B/S	103,199	85.7	96.8	98.7	90,962	88.1	92.7
MISSISSIPPI-TRAVELERS	55,298	94.8	98.5	99.8	52,839	95.6	97.8
NORTH CAROLINA-PRUDENTIAL	195,432	94.2	97.8	99.6	164,987	84.4	98.3
SOUTH CAROLINA B/S (NON-P&E)	87,644	90.9	97.3	99.1	81,765	93.3	97.4
SOUTH CAROLINA B/S (P & E)	538	78.1	96.8	99.4	424	78.8	95.5
TENNESSEE-EQUICOR, INC.	164,116	96.4	98.5	99.3	146,595	89.3	99.7

TABLE 15: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
CHICAGO REGION	1,345,520	90.2	97.7	99.6	1,257,232	93.4	94.5
ILLINOIS B/S (HCSC)	272,713	95.8	99.9	100.0	261,938	96.0	98.4
INDIANA B/S	171,570	96.6	99.5	100.0	159,880	93.2	100.0
MICHIGAN B/S	144,121	97.7	99.8	100.0	134,405	93.3	98.8
MINNESOTA B/S	76,527	97.8	99.8	100.0	73,067	95.5	99.7
MINNESOTA-TRAVELERS	55,231	95.8	98.7	99.8	52,422	94.9	99.1
OHIO-NATIONWIDE	364,274	83.9	94.9	99.7	324,770	89.2	93.2
WISCONSIN B/S	261,084	81.6	96.1	98.6	250,750	96.0	83.6
DALLAS REGION	784,256	95.6	99.1	99.8	719,828	91.8	99.4
ARKANSAS B/S	62,377	97.1	99.1	99.8	58,933	94.5	99.7
LA.-ARK. B/S	119,961	91.4	97.9	99.7	107,727	89.8	98.7
NEW MEXICO-AETNA	30,155	96.6	98.6	99.8	27,193	90.2	99.2
OKLAHOMA-AETNA	101,986	97.2	99.2	99.9	95,607	93.7	99.2
TEXAS B/S	469,777	96.0	99.4	99.9	430,368	91.6	99.6
KANSAS CITY REGION	493,617	93.6	98.3	99.6	454,695	92.1	98.0
IOWA B/S	213,529	94.0	98.8	99.8	202,236	94.7	97.2
IOWA	141,593	94.9	99.1	99.8	134,623	95.1	97.7
NEBRASKA	71,936	92.3	98.4	99.7	67,613	94.0	96.2
KANSAS B/S	48,864	98.3	99.7	99.9	44,683	91.4	99.6
MISSOURI B/S	50,093	94.2	98.9	99.6	45,480	90.8	99.3
MISSOURI-GENERAL AMERICAN	181,131	91.7	97.2	99.4	162,296	89.6	98.2
DENVER REGION	250,472	92.4	98.0	99.4	221,018	88.2	98.7
COLORADO B/S	85,109	92.7	98.5	100.0	76,958	90.4	98.5
MONTANA B/S	38,181	87.6	96.0	98.5	31,527	82.6	98.3
NORTH DAKOTA B/S	72,660	97.1	99.7	100.0	66,917	92.1	99.6
NORTH DAKOTA	31,228	97.0	99.7	100.0	28,902	92.6	99.4
SOUTH DAKOTA	41,432	97.2	99.7	100.0	38,015	91.8	99.7
UTAH B/S	35,040	87.3	96.0	98.1	29,878	85.3	97.5
WYOMING-EQUICOR, INC.	19,482	92.2	96.7	98.4	15,738	80.8	98.8
SAN FRANCISCO REGION	827,717	93.1	98.3	99.6	728,532	88.0	98.9
ARIZONA-NEVADA-AETNA	164,697	95.9	98.9	99.8	133,365	81.0	98.7
ARIZONA	151,452	96.1	98.9	99.8	121,384	80.1	98.9
NEVADA	13,245	93.6	98.7	99.8	11,981	90.5	97.0
CALIFORNIA B/S	362,907	90.0	97.6	99.6	313,513	86.4	99.2
CALIF.-OCCIDENTAL (NON-P&E)	282,065	95.4	98.7	99.5	265,954	94.3	98.7
CALIF.-OCCIDENTAL (P & E)	461	76.4	87.2	97.2	346	75.1	95.4
HAWAII-AETNA	17,587	96.4	98.6	99.7	15,354	87.3	98.9

TABLE 15: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS IN MAY, 1987

	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
		PERCENT				PERCENT	
CARRIER	NUMBER	IN 30 DAYS	IN 60 DAYS	IN 90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
SEATTLE REGION	401,970	94.7	99.2	99.7	370,768	92.2	97.4
ALASKA-OREGON-AETNA	126,724	97.8	99.7	100.0	122,370	96.6	98.9
ALASKA	2,339	98.3	99.7	99.8	2,219	94.9	99.4
OREGON	124,385	97.8	99.7	100.0	120,151	96.6	98.9
IDAHO-EQUITABLE	54,331	97.5	99.6	99.8	48,514	89.3	99.4
WASHINGTON B/S	220,915	92.2	98.8	99.5	199,884	90.5	95.9
RRB-TRAVELERS	202,440	96.9	99.3	100.0	193,313	95.5	99.0
AETNA	441,149	96.8	99.2	99.9	393,889	89.3	98.9
EQUICOR, INC.	237,929	96.3	98.6	99.3	210,847	88.6	99.6
NATIONWIDE	403,037	84.2	95.0	99.7	359,803	89.3	93.5
PRUDENTIAL	685,257	94.9	98.0	99.4	629,717	91.9	97.9
TRAVELERS (RRB EXCLUDED)	220,707	94.3	98.8	99.8	210,100	95.2	97.0

Table 16: Interest Claim Data: Number of Claims and Amount of Interest Paid by Carriers for May 1987

Carrier	Number of Claims	Amount of Interest Paid
TOTAL	233,393	$54,655.29
BOSTON REGION	30,681	5,915.34
Connecticut-Travelers	17,711	2,358.47
Massachusetts B/S	7,796	2,186.36
Tri-State	3,215	1,120.44
Maine	1,623	554.87
New Hampshire	1,064	362.48
Vermont	528	203.09
Rhode Island B/S	1,959	250.07
NEW YORK REGION	24,373	3,809.97
New Jersey-Prudential	17,069	2,470.25
N.Y.-Binghamton B/S	1,702	361.48
N.Y.-New York B/S	2,908	738.83
New York-Group Health	1,327	89.12
Puerto Rico B/S	1,367	150.29
Puerto Rico	1,364	149.72
Virgin Islands	3	.57
PHILADELPHIA REGION	48,557	16,695.75
Maryland B/S	2,794	601.33
Pennsylvania B/S	33,723	14,047.38
Delaware	2,665	757.70
District of Columbia	6,488	3,257.98
Pennsylvania	24,570	10,031.70
Virginia-Travelers	7,077	1,248.81
West Virginia-Nationwide	4,963	798.23
ATLANTA REGION	16,354	4,631.90
Alabama B/S	1,379	525.81
Florida B/S	5,352	1,358.71
Georgia-Prudential	2,370	612.58
Kentucky B/S	950	142.98
Mississippi-Travelers	2,243	271.61
North Carolina-Prudential	1,564	324.99
South Carolina B/S (Non-P & E)	1,690	918.82
South Carolina B/S (P & E)	260	401.20
Tennessee-Equicor, Inc.	546	75.20

Table 16: Interest Claim Data: Number of Claims and Amount of Interest Paid by Carriers for May 1987

Carrier	Number of Claims	Amount of Interest Paid
CHICAGO REGION	71,946	12,265.49
Illinois B/S (HCSC)	8,716	2,677.43
Indiana B/S	49	13.37
Michigan B/S	5,421	1,339.85
Minnesota B/S	68	8.69
Minnesota-Travelers	562	124.39
Ohio-Nationwide	29,351	4,890.29
Wisconsin B/S	27,779	3,211.47
DALLAS REGION	7,653	2,049.19
Arkansas B/S	357	80.68
La.-Ark. B/S	2,911	865.47
New Mexico-Aetna	272	47.98
Oklahoma-Aetna	2,097	354.50
Texas B/S	2,016	700.56
KANSAS CITY REGION	11,988	3,344.21
Iowa B/S	5,763	1,309.31
Iowa	3,288	699.97
Nebraska	2,475	609.34
Kansas B/S	423	121.24
Missouri B/S	1,436	590.03
Missouri-General American	4,366	1,323.63
DENVER REGION	2,807	786.76
Colorado B/S	1,253	326.57
Montana B/S	373	104.36
North Dakota B/S	350	83.63
North Dakota	184	49.92
South Dakota	166	33.71
Utah B/S	1,120	349.00
Wyoming-Equicor, Inc.	61	6.83
SAN FRANCISCO REGION	11,994	4,154.42
Arizona-Nevada-Aetna	2,971	475.59
Arizona	2,303	259.82
Nevada	668	215.77
California B/S	3,017	763.92
Calif.-Occidental (Non-P&E)	5,296	2,673.05
Calif.-Occidental (P & E)	206	183.13
Hawaii-Aetna	504	58.73

Table 16: Interest Claim Data: Number of Claims and Amount of Interest Paid by Carriers for May 1987

Carrier	Number of Claims	Amount of Interest Paid
SEATTLE REGION	1,720	235.38
Alaska-Oregon-Aetna	1,386	201.63
Alaska	31	10.46
Oregon	1,355	191.17
Idaho-Equicor, Inc.	334	33.75
Washington B/S	0	0
RRB-Travelers	4,970	683.25
Aetna	7,230	1,138.43
Equicor, Inc.	941	115.78
Nationwide	34,314	5,688.52
Prudential	21,003	3,407.82
Travelers (RRB Excluded)	27,593	4,003.28

CARRIER WORKLOAD AND PROCESSING TIME REPORT

APPENDIX

Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

Claims Processed During Month

A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.

B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.

C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.

D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.

E. Denied--Claims denied in full for any reason.

F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)

G. Total Claims Pending--The total number of claims pending at the end of the month.

H. Days Work on Hand--Claims pending end of month times the number of budgeted working days for the most recent 12 months divdided by the budgeted claims processed for the most recent 12 months.

Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).

B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.

C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.

D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Number and Percentage Distribution of Pending Claims

A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.

B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).

B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.

C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.

D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.*

*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

Medicaid Crossover Claims

A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.

B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.

C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.

Processing and Payment Time (PPC) Data - All Claims Processed

A. Number--The total number of claims processed to completion during the month. For paid claims, a claim is considered processed when the check is mailed.

B. Percent Processed in 30 Days-- The total number of claims processed to completion in 30 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

C. Percent Processed in 60 Days-- The total number of claims processed to completion in 60 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

D. Percent Processed in 90 Days-- The total number of claims processed to completion in 90 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

Processing and Payment Time (PPC) Data - Clean Claims Processed

A. Number-- The number of clean claims processed to completion during the month. For paid claims the claim is considered processed when the check has been mailed.

B. Percent of Total-- The number of clean claims precessed to completion divided by the number of claims processed to completion during the month, with the result multiplied by 100.

C. Percent in 30 Days-- The number of clean claims processed to completion in 30 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

Interest Claim Data

A. Number of Claims-- The number of claims on which interest was paid in the reporting month.

B. Amount of Interest Paid-- The amount of interest paid on clean claims not paid within 30 days for the reporting month.

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